

7/5/27

Access DB#

# SEARCH REQUEST FORM

Scientific and Technical Information Center

Requester's Full Name: Chavis Buchanan Examiner #: 78260 Date: 4/6/02  
Art Unit: 427 Phone Number 30 Serial Number: 02/03/ 358  
Mail Box and Bldg/Room Location: 7519 Results Format Preferred (circle): PAPER DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.  
\*\*\*\*\*

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: \_\_\_\_\_  
Inventors (please provide full names): \_\_\_\_\_  
\_\_\_\_\_  
Earliest Priority Filing Date: \_\_\_\_\_

\*For Sequence Searches Only\* Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

\* Search NPL & Foreign Pats for: targeted advertising  
customer  
product  
network (Internet)  
customer/product database  
\* indep. claim attached

\* novel concept: customized product info is given to a potential  
Internet customer based on a pre-existing  
customer profile stored in a database.

STAFF USE ONLY		Type of Search	Vendors and cost where applicable
Searcher: <u>Thompson</u>	NA Sequence (#) _____	STN _____	
Searcher Phone #: <u>305-5774</u>	AA Sequence (#) _____	Dialog <u>\$1279 32</u>	
Searcher Location: <u>ENC 3600</u>	Structure (#) _____	Questel/Orbit _____	
Date Searcher Picked Up: <u>11-12-2002</u>	Bibliographic <input checked="" type="checkbox"/>	Dr.Link _____	
Date Completed: <u>11-12-2002</u>	Litigation _____	Lexis/Nexis _____	
Searcher Prep & Review Time: <u>60</u>	Fulltext _____	Sequence Systems _____	
Clerical Prep Time: _____	Patent Family _____	WWW/Internet _____	
Online Time: <u>154</u>	Other _____	Other (specify) _____	

Best Available Copy

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INTEROFFICE MEMORANDUM

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TO: EXAMINER CHRIS BUCHANAN  
FROM: GINGER D. ROBERTS, EIC 3600 SUTTE 804, 703-305-5774  
SUBJECT: SEARCH FOR 09/931358  
DATE: 11/12/2002

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Please find attached the results of your search for the above-listed cases 09/931358. The search was conducted using the standard collection of databases on Dialog for EIC 3600. If you need a follow up search, please contact me.

The following other electronic products were searched: Internet

If you have any questions, please do not hesitate to contact me.

Thank you, and I hope that the search results are useful for you.

*P.S. Please complete the feedback questionnaire attached to the search results!*

# Search Report from Ginger D. Roberts

?show files;ds

File 350:Derwent WPIX 1963-2002/UD,UM &UP=200272

(c) 2002 Thomson Derwent

File 344:Chinese Patents Abs Aug 1985-2002/Oct

(c) 2002 European Patent Office

File 347:JAPIO Oct 1976-2002/Jun(Updated 021004)

(c) 2002 JPO & JAPIO

File 371:French Patents 1961-2002/BOPI 200209

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Set	Items	Description
S1	8389	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (PRODUCT OR PRODUCTS OR GOODS OR MERCHANDISE OR ITEM? ?)
S2	1268	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (AD OR ADS OR ADVERTIS?)
S3	1688	(STORED OR SAVED OR PREEXIST? OR PRE()EXIST? OR DATABASE OR DATA()BASE OR DATABANK OR DATA()BANK OR "ON()FILE" OR ARCHIV-?) (5N) (PROFILE OR PROFILES OR QUESTIONNAIRE? ? OR QUESTION()NAIRE? ? OR SURVEY? ?)
S4	2257651	PROFILE? ? OR QUESTIONNAIRE? OR QUESTION()NAIRE? OR SURVEY? ? OR FORM
S5	18049	(CUSTOMER? ? OR SHOPPER? ? OR SURFER? ? OR BUYER? ? OR CLIENT OR PRODUCT OR CATALOG OR MERCHANDISE) (5N) (DATABASE? OR DATA()BASE? OR DATA()BANK OR DATABANK? OR SERVER? OR ARCHIVE?)
S6	415611	NETWORK? OR INTERNET? OR ONLINE OR ON()LINE OR CYBERSCAPE - OR WEB OR WEBSITE? OR WEB()SITE? OR WEBPAGE? OR WEB()PAGE? OR WWW OR (ELECTRONIC OR E) ()COMMERCE
S7	6	S1 AND S3 AND S5 AND S6
S8	4	S2 AND S3 AND S5
S9	3	S8 NOT S7
S10	1372	(S1 OR S2) AND S4
S11	318	S6 AND S10
S12	65	S5 AND S11
S13	58	S12 NOT (S7:S9)
?		

?t7/4/all

7/4/1 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

IM- \*Image available\*

AA- 2002-666772/200271|

XR- <XRPX> N02-527657|

TI- Method of connecting suppliers with prospective **customers** , suppliers provide **product** data and current geographic location data which is regularly updated|

PA- RITTER R (RITT-I)|

AU- <INVENTORS> RITTER R|

NC- 094|

NP- 001|

PN- WO 200233602 A2 20020425 WO 2000CH560 A 20001017 200271 B|

AN- <LOCAL> WO 2000CH560 A 20001017|

AN- <PR> WO 2000CH560 A 20001017|

FD- WO 200233602 A2 G06F-017/60

<DS> (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

<DS> (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW|

LA- WO 200233602(G<PG> 25)|

DS- <NATIONAL> AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW|

DS- <REGIONAL> AT; BE; CH; CY; DE; DK; EA; ES; FI; FR; GB; GH; GM; GR; IE; IT; KE; LS; LU; MC; MW; MZ; NL; OA; PT; SD; SE; SL; SZ; TZ; UG; ZW|

AB- <PN> WO 200233602 A2|

AB- <NV> NOVELTY - Supplier profile data (111) and product data (112) are stored in supplier communications server (1) and transmitted to communication end units (3) of prospective **customers** who access supplier **server** via communication **network** (2). Supplier end unit (4) provides current geographic position.|

AB- <BASIC> DETAILED DESCRIPTION - Certain suppliers register at the supplier communications server (1) using mobile end units (4). Mobile end unit has registering program (45) to automatically generate a registration document which is transmitted to supplier server (1) via mobile radio **network** (2) e.g. GSM, UMTS **network** , **Internet** or cable television **network** . Document contains supplier identification, taken from identification module of end unit (4) and current geographic position of unit (4), determined by position determining unit (44). Identification and position data are **stored** as part of supplier **profile** data (111). Position data is periodically compared with newly determined position and new value transmitted when specific distance between them is reached. Also amount of time of position validity, is determined. When **customer** accesses **server** (1), current geographic position of **customer** is provided to **server** , and data (111,112) provided to customer (3). Digital certificate is derived from registration program (45) and used to detect manipulation of program.

USE - To connect prospective customers with suppliers.

ADVANTAGE - Current location of supplier is automatically provided to supplier communications server.

DESCRIPTION OF DRAWING(S) - Block diagram of supplier connection **server** connected with **customers** end unit and suppliers mobile end unit.

Supplier communications server (1)



Communications **network** (2)  
Communications end unit (3)  
Mobile end unit (4)  
Supplier database (11)  
Supplier registration module (12)  
Registration program (13)  
Access module (14)  
Identification module (31,41)  
Display (32,42)  
Operating elements (33,43)  
Position determining unit (34,44)  
Registration unit (45)  
Cryptographic unit (46)  
Supplier profile data (111)  
Offer data (112)  
pp; 25 DwgNo 1/1|

DE- <TITLE TERMS> METHOD; CONNECT; SUPPLY; PROSPECTING; CUSTOMER; SUPPLY;  
PRODUCT; DATA; CURRENT; GEOGRAPHICAL; LOCATE; DATA; REGULAR; UPDATE|

DC- T01|

IC- <MAIN> G06F-017/60|

MC- <EPI> T01-N01A2; T01-N02A2|

FS- EPI||

7/4/2 (Item 2 from file: 350)

DIALOG(R) File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

IM- \*Image available\*

AA- 2002-479210/200251|

XR- <XRPX> N02-378448|

TI- Customer lead data management system updates profile record based on  
customer lead data and distributed updated record based on priority|

PA- COOK R L (COOK-I)|

AU- <INVENTORS> COOK R L|

NC- 001|

NP- 001|

PN- US 20020059095 A1 20020516 US 9831443 A 19980226 200251 B

<AN> US 2001921092 A 20010802|

AN- <LOCAL> US 9831443 A 19980226; US 2001921092 A 20010802|

AN- <PR> US 9831443 A 19980226; US 2001921092 A 20010802|

FD- US 20020059095 A1 G06F-017/60 Cont of application US 9831443|

LA- US 20020059095(18)|

AB- <PN> US 20020059095 A1|

AB- <NV> NOVELTY - An input unit inputs the acquired **customer** lead data  
into a **database** (44) through **Internet** /intranet. The **profile**  
record is created/updated based on the input data. A priority which is  
determined based on the information in the record, is added to the  
record. The **profile** record is **stored** in the **database** . A  
distribution unit distributes the updated record through the **Internet**  
/intranet.|

AB- <BASIC> DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for  
customer assisting information management method.

USE - For managing customer lead data such as prospective customer  
contacts, needs, interests, purchase potential, and satisfaction  
information in computerized databases and spreadsheets for promoting **e**  
- **commerce** and e-business.

ADVANTAGE - Allows the business to track performance, respond to  
customer needs or inquiries through the computer **network** . The  
**customer** required **products** /services are matched with that of the  
company.

DESCRIPTION OF DRAWING(S) - The figure shows a schematic view of

the customer lead data management process.

Database (44)

pp; 18 DwgNo 1/3|

DE- <TITLE TERMS> CUSTOMER; LEAD; DATA; MANAGEMENT; SYSTEM; UPDATE; PROFILE  
; RECORD; BASED; CUSTOMER; LEAD; DATA; DISTRIBUTE; UPDATE; RECORD;  
BASED; PRIORITY|

DC- T01|

IC- <MAIN> G06F-017/60|

MC- <EPI> T01-J05A2B; T01-N01A2C; T01-N01D|

FS- EPI||

7/4/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

IM- \*Image available\*

AA- 2002-423271/200245|

XR- <XRPX> N02-333383|

TI- **Customer** information collection system for automatic **goods** sale  
using **internet** , updates **customer** profile **data** based on  
**customer** information input into homepage which is generated  
corresponding to customer profile data|

PA- NIPPON UNISYS LTD (BURS )|

NC- 001|

NP- 001|

PN- JP 2002109358 A 20020412 JP 2000293853 A 20000927 200245 B|

AN- <LOCAL> JP 2000293853 A 20000927|

AN- <PR> JP 2000293853 A 20000927|

LA- JP 2002109358(20)|

AB- <PN> JP 2002109358 A|

AB- <NV> NOVELTY - A **customer** data processing **server** (4) having an  
integrated **database** (5), is connected to a **customer** terminal (1).  
The integrated **database** stores the **customer** profile **data** based  
on which a homepage is generated when the **customer** access the  
**server** . A display unit of the **customer** terminal displays the  
homepage. An input unit inputs the customer information into the  
homepage based on which the **customer** profile **data** stored in the  
**database** is updated.|

AB- <BASIC> DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for  
automatic goods sales system.

USE - For automatic goods sales system (claimed) using **internet** .

ADVANTAGE - The updated customer information can be obtained  
quickly and economically and therefore optimum sale can be achieved  
effectively.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of  
the customer information collection system. (Drawing includes  
non-English language text).

Customer terminal (1)

**Customer** data processing **server** (4)

Integrated database (5)

pp; 20 DwgNo 1/37|

DE- <TITLE TERMS> CUSTOMER; INFORMATION; COLLECT; SYSTEM; AUTOMATIC; GOODS;  
SALE; UPDATE; CUSTOMER; PROFILE; DATA; BASED; CUSTOMER; INFORMATION;  
INPUT; GENERATE; CORRESPOND; CUSTOMER; PROFILE; DATA|

DC- T01|

IC- <MAIN> G06F-017/60|

IC- <ADDITIONAL> G06F-019/00|

MC- <EPI> T01-J05A|

FS- EPI||

7/4/4 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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IM- \*Image available\*

AA- 2002-168384/200222|

XR- <XRPX> N02-128882|

TI- Customer taste investigation method in enterprises, involves producing **questionnaire** based on **stored** response to **questionnaire**, for delivery to customer through broadcast station|

PA- TOSHIBA KK (TOKE )|

NC- 001|

NP- 001|

PN- JP 2001357192 A 20011226 JP 2000176162 A 20000612 200222 B|

AN- <LOCAL> JP 2000176162 A 20000612|

AN- <PR> JP 2000176162 A 20000612|

LA- JP 2001357192(18)|

AB- <PN> JP 2001357192 A|

AB- <NV> NOVELTY - A questionnaire about a predetermined product, is transmitted to several pre-registered monitors through a **network** (4), and the responses from the **customers** are stored in a **database**. Based on the **stored** response, another **questionnaire** is produced and delivered to a customer through a broadcast station (5).|

AB- <BASIC> DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) Customer taste investigation system;

(b) Recorded medium storing customer taste investigation program

USE - In enterprise for surveying taste and opinion of **customers** about **product** manufactured.

ADVANTAGE - The efficiency of real time investigation of customer taste is greatly improved by transmission through broadcast station.

DESCRIPTION OF DRAWING(S) - The figure shows the customer taste investigating system. (Drawing includes non-English language text).

**Network** (4)

Broadcast station (5)

pp; 18 DwgNo 1/8|

DE- <TITLE TERMS> CUSTOMER; TASTE; INVESTIGATE; METHOD; PRODUCE; QUESTIONNAIRE; BASED; STORAGE; RESPOND; QUESTIONNAIRE; DELIVER; CUSTOMER; THROUGH; BROADCAST; STATION|

DC- T01; W02; W04|

IC- <MAIN> G06F-017/60|

IC- <ADDITIONAL> G06F-013/00; H04N-005/765; H04N-007/173; H04N-017/00|

MC- <EPI> T01-H; T01-J05A; W02-F04; W02-F10; W04-K|

FS- EPI||

7/4/5 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

IM- \*Image available\*

AA- 2001-607695/200169|

XR- <XRPX> N01-453628|

TI- Computerized shopping method for supplying **products** to **customer**, involves using central controller accessible for interactive communication with user through number of customer interfaces|

PA- BP AMOCO PLC (BRPE )|

AU- <INVENTORS> TAURANAC J; WYLIE I C|

NC- 094|

NP- 002|

PN- WO 200175698 A2 20011011 WO 2001GB1349 A 20010327 200169 B|

PN- AU 200142596 A 20011015 AU 200142596 A 20010327 200209|

Search Report from Ginger D. Roberts

AN- <LOCAL> WO 2001GB1349 A 20010327; AU 200142596 A 20010327|  
AN- <PR> GB 20007403 A 20000327|  
FD- WO 200175698 A2 G06F-017/60  
    <DS> (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR  
    CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IN IS JP KE KG KP KR  
    KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE  
    SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
    <DS> (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS  
    LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW  
FD- AU 200142596 A G06F-017/60 Based on patent WO 200175698|  
LA- WO 200175698(E<PG> 14)|  
DS- <NATIONAL> AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ  
    DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IN IS JP KE KG KP KR KZ LC  
    LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI  
    SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW|  
DS- <REGIONAL> AT; BE; CH; CY; DE; DK; EA; ES; FI; FR; GB; GH; GM; GR; IE;  
    IT; KE; LS; LU; MC; MW; MZ; NL; OA; PT; SD; SE; SL; SZ; TR; TZ; UG; ZW|  
AB- <PN> WO 200175698 A2|  
AB- <NV> NOVELTY - The method involves the customer registering with a  
    central controller by providing credit details to be provided with a  
    customer identifier (3) and preferably a payment identifier. The  
    central controller then displays an advertising catalogue (6) with  
    price list, delivery and logistic options. The customer then interacts  
    with the central controller which recognizes the customer identifier to  
    consult a **customer profile database** (5) and display the  
    advertising catalogue and various selections similar to previous  
    selection made by the same customer.|  
AB- <BASIC> DETAILED DESCRIPTION - The order for a selection is placed when  
    the customer accepts a quotation and selects a delivery/logistics  
    option, which is inputted into the central controller via the customer  
    interface for the central controller to check status of customer's  
    account or perform credit check. The central controller will then  
    interact with the supplier interfaces by outputting instructions  
    regarding the delivery/logistics requirements of the customer.  
    An INDEPENDENT CLAIM is included for an apparatus comprising a  
    central controller connected to a customer interface.  
    USE - For **online** advertising and supplying **products** to  
    **customers** .  
    ADVANTAGE - Increases the amount of steady frequent volumes  
    purchased by customers and allows predicable and accurate forecasting  
    of range of **products** required by **customers** over a given period of  
    time. Increases long term loyalty and commitment to a single point of  
    sale.  
    DESCRIPTION OF DRAWING(S) - The block diagram shows the interaction  
    between the **customer** interface and the system **server** .  
    Customer identifier (3)  
    **Customer profile database** (5)  
    Advertising catalogue database (6)  
    pp; 14 DwgNo 1/1|  
DE- <TITLE TERMS> SHOPPING; METHOD; SUPPLY; PRODUCT; CUSTOMER; CENTRAL;  
    CONTROL; ACCESS; INTERACT; COMMUNICATE; USER; THROUGH; NUMBER; CUSTOMER  
    ; INTERFACE|  
DC- T01; T05|  
IC- <MAIN> G06F-017/60|  
MC- <EPI> T01-H07C5; T01-J05A1; T05-L02|  
FS- EPI||

7/4/6 (Item 6 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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Search Report from Ginger D. Roberts

IM- \*Image available\*  
AA- 2001-328699/200134|  
XR- <XRPX> N01-236547|  
TI- Data change determination in customer **profile database** for web based point of sale system, involves reassigning **item** related to **customer** , to new category if changed values of item meet criteria of new category|  
PA- CUSTOMATICS INC (CUST-N)|  
AU- <INVENTORS> NICHOLLS C; WADERA R|  
NC- 094|  
NP- 002|  
PN- WO 200131506 A2 20010503 WO 2000US29169 A 20001019 200134 B|  
PN- AU 200080306 A 20010508 AU 200080306 A 20001019 200149|  
AN- <LOCAL> WO 2000US29169 A 20001019; AU 200080306 A 20001019|  
AN- <PR> US 2000498454 A 20000204; US 99160921 P 19991022|  
FD- WO 200131506 A2 G06F-017/30  
    <DS> (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
    <DS> (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW  
FD- AU 200080306 A G06F-017/30 Based on patent WO 200131506|  
LA- WO 200131506(E<PG> 24)|  
DS- <NATIONAL> AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW|  
DS- <REGIONAL> AT; BE; CH; CY; DE; DK; EA; ES; FI; FR; GB; GH; GM; GR; IE; IT; KE; LS; LU; MC; MW; MZ; NL; OA; PT; SD; SE; SL; SZ; TZ; UG; ZW|  
AB- <PN> WO 200131506 A2|  
AB- <NV> NOVELTY - The method involves assigning **items** corresponding to a **customer** to specific categories based on whether associated values of items meet a category criteria or not. The change of associated values of item are detected. The given item is reassigned to new category, if the changed values meet criteria of new category. Identification information of customer and new category is stored, after reassigning of item.|  
AB- <BASIC> DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:  
    (a) Customer categorizing method;  
    (b) Customer characteristics determining method  
    USE - For packing data changes in **customer profile database** used for **Internet** based point-of-sale system. Also applied to tracking changes in supply chain management, risk management, product or category management, etc.  
    ADVANTAGE - Allows faster tracking and analysis of database changes to provide improved marketing and customer relations. Because of easy-to-use graphical interface, non-technical business managers can also perform data change analysis.  
    DESCRIPTION OF DRAWING(S) - The figure shows the conceptual diagram of data change determining method.  
    pp; 24 DwgNo 1/4|  
DE- <TITLE TERMS> DATA; CHANGE; DETERMINE; CUSTOMER; PROFILE; DATABASE; **WEB** ; BASED; POINT; SALE; SYSTEM; ITEM; RELATED; CUSTOMER; NEW; CATEGORY; CHANGE; VALUE; ITEM; CRITERIA; NEW; CATEGORY|  
DC- T01|  
IC- <MAIN> G06F-017/30|  
MC- <EPI> T01-J05B|  
FS- EPI||  
?

?t9/4/all

9/4/1 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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IM- \*Image available\*

AA- 2002-656883/200270|

XR- <XRPX> N02-519339|

TI- Potential **customer** identification method for distribution of **advertising** material coupon, involves identifying **customers** matching **customer** profile which is formed by vendor for targeting delivery of promotional materials|

PA- BERNSTEIN R (BERN-I)|

AU- <INVENTORS> BERNSTEIN R|

NC- 023|

NP- 002|

PN- US 20020107730 A1 20020808 US 2001777098 A 20010205 200270 B|

PN- WO 200271628 A2 20020912 WO 2002US3222 A 20020204 200270|

AN- <LOCAL> US 2001777098 A 20010205; WO 2002US3222 A 20020204|

AN- <PR> US 2001777098 A 20010205|

FD- WO 200271628 A2 H04B-000/00

<DS> (National): AU CA JP

<DS> (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
TR|

LA- US 20020107730(7); WO 200271628(E)|

DS- <NATIONAL> AU CA JP|

DS- <REGIONAL> AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LU; MC;  
NL; PT; SE; TR|

AB- <PN> US 20020107730 A1|

AB- <NV> NOVELTY - A customer profile for targeting delivery of promotional materials to potential customers (32,34), is formed by a vendor (14) and stored in a **database**. The **customers** matching the **customer profile** are identified. The promotional material such as coupon are forwarded to the identified customers.|

AB- <BASIC> DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for potential customer identification apparatus.

USE - For TV vendor, pizza store and liquor store to identify potential **customers** for delivery of **advertising** materials, coupon, special price list and catalog.

ADVANTAGE - Enables vendor to efficiently distribute the advertising materials to potential buyers through e-mail and direct mail at lower cost. Enables the customer to receive or subscribe to a service that offers highly specific buying opportunities.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the promotional material distributing system.

Vendor (14)

Customers (32,34)

pp; 7 DwgNo 1/2|

DE- <TITLE TERMS> POTENTIAL; CUSTOMER; IDENTIFY; METHOD; DISTRIBUTE;  
ADVERTISE; MATERIAL; COUPON; IDENTIFY; CUSTOMER; MATCH; CUSTOMER;  
PROFILE; FORMING; VENDING; DELIVER; PROMOTE; MATERIAL|

DC- T01; W01; W05|

IC- <MAIN> G06F-017/60; H04B-000/00|

MC- <EPI> T01-J05A; T01-J05B4P; W01-C05B5C; W05-E03|

FS- EPI||

9/4/2 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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# Search Report from Ginger D. Roberts

IM- \*Image available\*

AA- 1990-320418/199042|

XR- <XRPX> N90-245543|

TI- Compiling system for video tapes - targets individuals or groups who are interested in specific products|

PA- DATAVISION TECHNOLOGIES CORP (DATA-N); DATAVISION TECH COR (DATA-N); EXCNET CORP (EXCN-N)|

AU- <INVENTORS> FORESMAN R S; KEILTY K B; MOSCICKI J M; SHEK T P; SLADE M G; SLADE M|

NC- 032|

NP- 007|

PN- WO 9011587 A 19901004 199042 B|

PN- CA 2011159 A 19900917 199049

PN- AU 9049540 A 19901022 199104

PN- EP 462976 A 19920102 EP 90902442 A 19900103 199202

PN- US 5099422 A 19920324 US 89324896 A 19890317 199215

PN- CA 2011159 C 19940726 CA 2011159 A 19900228 199432

PN- EP 462976 A4 19930721 EP 90902442 A 19900000 199527|

AN- <LOCAL> EP 90902442 A 19900103; US 89324896 A 19890317; CA 2011159 A 19900228; EP 90902442 A 19900000|

AN- <PR> US 89324896 A 19890317; US 86850239 A 19860410|

CT- US 3654708; US 4750151; US 4766542; US 4847760; US 4852042; US 4863384; EP 191149; EP 228634; EP 283727; US 4703465; WO 8706756; WO 9008359|

FD- WO 9011587 A

<DS> (National): AU BB BG BR CA FI HU JP KP KR LK MC MG MW NO RO SD SU

<DS> (Regional): AT BE CH DE DK ES FR GB IT LU NL SE

FD- EP 462976 A

<DS> (Regional): AT BE CH DE ES FR GB IT LI LU NL SE

FD- US 5099422 A

FD- CA 2011159 C G11B-005/86|

LA- US 5099422(21)|

DS- <NATIONAL> AU BB BG BR CA FI HU JP KP KR LK MC MG MW NO RO SD SU|

DS- <REGIONAL> AT; BE; CH; DE; DK; ES; FR; GB; IT; LU; NL; SE; LI|

AB- <BASIC> WO 9011587 A

The compiling system, has a recorder (950), e.g. videocassette recorder, capable of producing media (970) for distribution. The contents of the media are determined by **customer profiles** held in a **database** (904A). Depending on the **profile** audio, video motion pictures, video stills, video graphics, or video text segments are extracted from their storage records (920 through 925) under computer control to assemble each media (970).

Associated information such as name and address labels for the media are printed out (75).

ADVANTAGE - Improved business efficiency. Better **targetting** of marketing or **advertising** promotions.

Dwg.1/2|

AB- <US> US 5099422 A

The compiling system enables the recording of individually customised information onto blank storage media devices, and includes a data base memory device for storing information signals indicative of customised recipient information pertaining to a group of recipients. A presentation memory device stores a group of pre-recorded signals indicative of a group of information segments to be compiled selectively. A computing device responds to stored information signals indicative of customised recipient information for selecting certain ones of the pre-recorded signals indicative of certain ones of the segments and for causing signals indicative of certain ones of the segments to be retrieved selectively in a given sequence for compilation purposes. A record device responds to retrieved signals indicative of certain ones of the segments for storing the retrieved signals onto individual ones of the storage media devices. USE - For recording compiled and customised recipient information on storage

media device e.g. videotape cassette. (21pp)|  
DE- <TITLE TERMS> COMPILE; SYSTEM; VIDEO; TAPE; TARGET; INDIVIDUAL; GROUP;  
SPECIFIC; PRODUCT|  
DC- P85; T01; W04|  
IC- <MAIN> G11B-005/86|  
IC- <ADDITIONAL> G06F-015/22; G09B-007/04; G11B-005/02|  
MC- <EPI> T01-J05; W04-W09|  
FS- EPI; EngPI||

9/4/3 (Item 1 from file: 347)

FN- DIALOG(R)File 347:JAPIO|  
CZ- (c) 2002 JPO & JAPIO. All rts. reserv.|  
TI- METHOD FOR BIDIRECTIONAL STORE ADVERTISEMENT VIA COMMUNICATION NETWORK  
SUCH AS INTERNET AND RECORDING MEDIUM  
PN- 2002-041560 -JP 2002041560 A-  
PD- February 08, 2002 (20020208)  
AU- UENO KANAKO; YAMASHITA HISATOKU  
PA- UENO KANAKO; YAMASHITA HISATOKU  
AN- 2000-226493 -JP 2000226493-  
AN- 2000-226493 -JP 2000226493-  
AD- July 27, 2000 (20000727)  
G06F-017/30; G06F-017/60  
AB- PROBLEM TO BE SOLVED: To provide a method for a store manager to  
perform bidirectional store **advertisement** with a shopping **customer**  
via a communication network such as the Internet and a program  
recording medium for providing that method. SOLUTION: On the Internet  
server, a control processing is performed for storing/updating store  
profile information and store advertisement information in a store  
**profile database** and a store advertisement **database**  
corresponding to a request from the terminal of the store manager,  
and a control processing is performed for storing/updating shopping  
customer profile information in a shopping **customer profile**  
**database** corresponding to a request from the terminal of the  
shopping **customer** or extracting the store **advertisement**  
information data matched to the request condition of the shopping  
**customer** from the store **advertisement database** and displaying  
the relevant data on the display of the terminal of the shopping  
customer or performing E-mail transmission. Further, a program for  
performing such control processing is provided while being stored on  
the recording medium or relevant program is operated while being  
stored in the server. COPYRIGHT: (C)2002,JPO

?



?t13/3,k/all

**13/3,K/1 (Item 1 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014853499 \*\*Image available\*\*

WPI Acc No: 2002-674205/200272

XRPX Acc No: N02-533117

Internet **-based** customer information management system for store,  
**provides** advertisement related to prestored customer information from  
**personal information manager to respective customer terminal**

Patent Assignee: MITSUBISHI ELECTRIC CORP (MITQ ); MITSUBISHI DENKI KK  
(MITQ )

Inventor: FUKUMOTO A

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020107734	A1	20020808	US 2001921565	A	20010806	200272 B
JP 2002232570	A	20020816	JP 200129356	A	20010206	200272

Priority Applications (No Type Date): JP 200129356 A 20010206

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020107734	A1		17	G06F-017/60	
JP 2002232570	A		12	H04M-003/42	

Internet **-based** customer information management system for store,  
**provides** advertisement related to prestored customer information from  
**personal information manager to respective customer terminal**

Abstract (Basic):

... or service from a store, and customer personal information from  
portable telephone (PT) of the **customer** , in respective **databases**  
(DB4b,DB4a). The processing unit provides an **advertisement** related to  
the stored **customer** personal information, to respective customer  
terminal.

... or PC, for providing advertisements related to goods/service  
obtained from store, manufacturing industries through **Internet** .

...

...Enables each **customer** to readily obtain **advertisement** of desired  
**merchandise** and service, thus it is not required to print  
**questionnaires** for investigating the needs and trends of purchase of  
customers and hence the information about

**13/3,K/2 (Item 2 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014786786 \*\*Image available\*\*

WPI Acc No: 2002-607492/200265

XRPX Acc No: N02-481073

**Purchased** product on - line **registering** method involves providing  
customer with **additional purchasable** product list based on purchased  
**product identifiers in registered purchased product** form

Patent Assignee: GUDORF G D (GUDO-I); SIEGEL B M (SIEG-I)

Inventor: GUDORF G D; SIEGEL B M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020077923	A1	20020620	US 2000741760	A	20001220	200265 B

Search Report from Ginger D. Roberts

Priority Applications (No Type Date): US 2000741760 A 20001220

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020077923	A1		14	G06F-017/60	

**Purchased product on - line registering method involves providing customer with additional purchasable product list based on purchased product identifiers in registered purchased product form**

Abstract (Basic):

... The **customer** is provided with a **product** registration **form** on request over **Internet** which is to be filled with particulars including purchased product identifier. Upon receiving completed registration **form** from the **customer**, a list of purchasable **items** selected from a **database**, based on purchased **product** identifier, and an opportunity to purchase them is provided to the customer.

... An INDEPENDENT CLAIM is included for purchased product **on - line** registering apparatus...

...For **on - line** registering of purchased products over open computer **network** e.g. **Internet**.

...

...Provides customers with a well **targeted**, **customized** list of **items** of their interest. Enables the merchant to get the attention of customers, when they are...

...The figure shows the overall system architecture of the purchased product **on - line** registering system

...Title Terms: **FORM**

**13/3,K/3 (Item 3 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014761944 \*\*Image available\*\*

WPI Acc No: 2002-582648/200262

XRPX Acc No: N02-462034

**Internet -based customer incentives for arts and entertainment item transaction, involves giving financial reward to customer through host, only if customer fulfills at least one condition related to purchase order**

Patent Assignee: HALF.COM INC (HALF-N); GORELICK R B (GORE-I); WILSON D J (WILS-I)

Inventor: GORELICK R B; WILSON D J

Number of Countries: 098 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020072968	A1	20020613	US 2000734044	A	20001212	200262 B
WO 200248828	A2	20020620	WO 2001US47446	A	20011211	200262
AU 200232534	A	20020624	AU 200232534	A	20011211	200267

Priority Applications (No Type Date): US 2000734044 A 20001212

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020072968	A1		22	G06F-017/60	
WO 200248828	A2	E		G06F-000/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ

PH PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW  
AU 200232534 A G06F-017/60 Based on patent WO 200248828

Internet **-based** customer **incentives for arts and entertainment** item  
**transaction, involves giving financial reward to customer through host,**  
**only if customer fulfills at least one condition related to purchase**  
**order**

Abstract (Basic):

... A purchase order from the **customer** is accepted through a host  
**server** and the order is processed by sending to an **online** vendor. A  
financial reward in a **form** of a predetermined amount is given to the  
**customer** through the host **server**, if the **customer** fulfills at  
least one condition related to the order.

... For incentives **customers** buying arts and entertainment **items**  
such as book, movie and music recordings, through **Internet**.

13/3,K/4 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014714212 \*\*Image available\*\*

WPI Acc No: 2002-534916/200257

**E-mail based mail ordering method**

Patent Assignee: WISEFREE INC (WISE-N)

Inventor: PARK J H; YOON M H

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002011803	A	20020209	KR 200045351	A	20000804	200257 B

Priority Applications (No Type Date): KR 200045351 A 20000804

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2002011803	A	1	G06F-017/60	

Abstract (Basic):

... An e-mail based mail ordering method is provided to activate  
**electronic commerce** by displaying products to e-mail in the **form**  
of an ordering sheet, and by transmitting ordering information to an  
**electronic commerce** site including information on a **product**  
selected and a potential **customer** who receives the e-mail and selects  
a product among the products displayed.

... A **profile** of a potential customer is provided from a contents  
site. A potential **customer database** which stores personal  
information on the potential **customer** is constructed. Information on  
**products** is provided from a **product** purchasing site. A **product**  
**database** is constructed(S10). The **product database** is updated by  
receiving information on products from an **electronic commerce**  
site(S11). Information on potential customers selected is  
analyzed(S12). It is determined whether the potential **customers** who  
receive the e-mails purchase **products** (S13). In case that the  
information on the potential customers is transmitted, a selling  
process...

13/3,K/5 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014713996 \*\*Image available\*\*

WPI Acc No: 2002-534700/200257

**System for manufacturing and delivering internet electronic catalog in real time**

Patent Assignee: LEE S Y (LEES-I)

Inventor: LEE S Y

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002011471	A	20020209	KR 200044749	A	20000802	200257 B

Priority Applications (No Type Date): KR 200044749 A 20000802

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2002011471	A	1	G06F-017/60	

**System for manufacturing and delivering internet electronic catalog in real time**

Abstract (Basic):

... A system for manufacturing and delivering an **Internet** electronic catalog in real time is provided to enable a customer to take catalogs **on line** or off line by enabling the customer to apply all sorts of data provided from...

... unit(As) which identifies a system user's ID, password and so on and a **web** control unit(Ac) which controls a transmission speed of a file and a load of a system. A **product** searching/ordering **server** (b) is equipped with an input unit(Bin) which transmits searching conditions and commands for **products** inputted from **customers** , a calculation processing unit(Bpr) which processes the conditions and the commands, an output unit...

...by the output unit(Bpr) and an ordering unit(Bo) which accepts orders of the **customers** . An information **database** (C) is equipped with information **product** data(Cp) which stores information on names, standards, items and so on of products, company...

...and general information data(Cc) which stores names, resident registration numbers and so on of **customers** . An edition **server** (D) is equipped with an editing unit(De) which performs an edition, a binding unit...

...unit(Dt) which compresses the pages, a searching unit(Ds) which searches all sorts of **form** data of edition databases and a temporary output unit(Dout) which displays searching results. An editing database(E) is equipped with image **form** data(Ei), text **form** data(Et) and audio **form** data(Ea...

13/3,K/6 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014708205 \*\*Image available\*\*

WPI Acc No: 2002-528909/200256

XRPX Acc No: N02-418847

**Networked advertising method for use in in-store media advertising, uses a local media advertising system connected to a media content server and including a viewer sensor to help in compiling viewer data**

Patent Assignee: ELEKTRO STREAMED TECHNOLOGIES INC (ELEK-N)

Search Report from Ginger D. Roberts

Inventor: HERNANDEZ R

Number of Countries: 098 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200254178	A2	20020711	WO 2001US49683	A	20011228	200256 B

Priority Applications (No Type Date): US 2001280957 P 20010402; US 2000258779 P 20001228

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200254178	A2	E	22	G06F-000/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

Networked **advertising method for use in in-store media advertising, uses a local media advertising system...**

Abstract (Basic):

... A **networked** media advertising system includes at least one local advertising system (100), at least one content server (102) and at least one statistical server (104) coupled by a **network** (105). In operation broadcaster (106) provides **advertising** content for display to **customers** (108) and the in-store system includes a viewer sensor to monitor the customer and transmit data about the **customer** to the statistics **server**.

... a) An apparatus for advertising; ( A **networked** media advertising system...

...By monitoring **customers** viewing an **advertisement**, the method allows a user to establish the demographic **profile** and size of a broadcaster's audience enabling more **targeted** and cost effective **advertising**.

...

...The figure is a **network** diagram depicting an in-store media advertising system...

...Local advertising system ((102) Content server ((104) Statistical **server** ((105) **Network** ((106) Broadcaster ((108) **Customer** . (100

13/3,K/7 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014708013 \*\*Image available\*\*

WPI Acc No: 2002-528717/200256

XRPX Acc No: N02-418673

**Ordering method for product or service involves customer ordering it using an Internet form, receiving telephone number of call center and calling the number to confirm the order**

Patent Assignee: ELISA COMMUNICATIONS OYJ (ELIS-N)

Inventor: MERIVIRTA J

Number of Countries: 098 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200252459	A1	20020704	WO 2001FI1149	A	20011221	200256 B
FI 200002847	A	20020623	FI 20002847	A	20001222	200263

Priority Applications (No Type Date): FI 20002847 A 20001222

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200252459 A1 E 21 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN  
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ  
PH PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

FI 200002847 A H04M-000/00

**Ordering method for product or service involves customer ordering it using an Internet form, receiving telephone number of call center and calling the number to confirm the order**

Abstract (Basic):

... **Customer** (10) orders **product** or service using **Internet** using personal computer (PC) (1). Order stored in operator's database (2) and order specific...

...s customer service agents can talk to customer on telephones and automatically see details of **Internet** order on PC's (3) since telephone number is linked to the data in the

... Customer can fill in **form** at home and send it directly to **customer** service **database**. Order **form** automatically available to agent without user requiring to give identification code...

...Title Terms: **FORM** ;

13/3,K/8 (Item 8 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014622412 \*\*Image available\*\*

WPI Acc No: 2002-443116/200247

XRPX Acc No: N02-349057

**Electronic service system for electronic commerce transaction, has main site server with updating text to perform remote updating of contents of tie-up pages at partner site server**

Patent Assignee: TOSHIBA KK (TOKE )

Inventor: INOUE A

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020038367	A1	20020328	US 2001960339	A	20010924	200247 B
JP 2002109262	A	20020412	JP 2000297444	A	20000928	200247

Priority Applications (No Type Date): JP 2000297444 A 20000928

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 20020038367 A1 22 G06F-015/173

JP 2002109262 A 15 G06F-017/60

**Electronic service system for electronic commerce transaction, has main site server with updating text to perform remote updating of contents of...**

Abstract (Basic):

... e) Computer program **product** for controlling partner site **server** communicating with **client** ;

(...

...f) Computer program **product** for controlling main site **server**  
communicating with **client**

...

...For **electronic commerce** transaction for presenting **goods**  
description or price to a **customer** .

...

...sales expansion. This is enhanced by forming partnership with sites  
having popular hit contents. The **survey** of things such as the  
regional sales characteristics of new products can be realized by  
forming a partnership with local regional sites. It is possible to  
start and operate **electronic commerce** site in short time,  
regardless of the amount of original contents of the partner site...

...The figure shows an exemplary **network** configuration of an electronic  
service system

**13/3,K/9 (Item 9 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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014568933 \*\*Image available\*\*

WPI Acc No: 2002-389636/200242

XRPX Acc No: N02-305585

**Electronic store system using Internet , transmits reapplication screen  
data containing distribution place information and goods brand name which  
are read from respective databases using customer and goods IDs as  
keys**

Patent Assignee: DAINIPPON PRINTING CO LTD (NIPQ )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002109321	A	20020412	JP 2000298786	A	20000929	200242 B

Priority Applications (No Type Date): JP 2000298786 A 20000929

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002109321	A	7	G06F-017/60	

**Electronic store system using Internet , transmits reapplication screen  
data containing distribution place information and goods brand name which  
are read from respective databases using customer and goods IDs as  
keys**

Abstract (Basic):

... The databases (16,14) store the **goods** and **customer**  
information along with their ID's, respectively. The database (18)  
stores the purchase order log...

...the distribution place information and the goods brand name which are  
read from the respective **databases** using the **customer** and **goods**  
ID as keys, are transmitted to the customer terminal (12).

... Electronic store system using **internet** .

...

...The figure shows the **profile** of the electronic store system. (Drawing  
includes non-English language text

**13/3,K/10 (Item 10 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

014525216 \*\*Image available\*\*  
WPI Acc No: 2002-345919/200238  
XRPX Acc No: N02-272422

**Point privilege exchange server has providing unit that provides customer with alternative privilege by exchanging privilege points of customer according to point plan**

Patent Assignee: NIPPON APPL KK (NINI-N)  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002049826	A	20020215	JP 2000309860	A	20001010	200238 B

Priority Applications (No Type Date): JP 2000149317 A 20000522; US 99421989 A 19991019

Patent Details:  
Patent No Kind Lan Pg Main IPC Filing Notes  
JP 2002049826 A 18 G06F-017/60

**Point privilege exchange server has providing unit that provides customer with alternative privilege by exchanging privilege points of customer according to point plan**

Abstract (Basic):

... a customer with an alternative privilege by exchanging the privilege points of the customer. The **customer** acquires privilege points by purchasing **goods** or acquiring services from participating enterprises. The providing unit exchanges the privilege points of the ...  
... Enables exchanging privilege points through an **Internet** information site. Enables using the point privilege exchange server in auctions...  
...The figure shows the **profile** diagram of the **Internet** information site. (Drawing includes non-English language text...)

**13/3,K/11 (Item 11 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

014453190 \*\*Image available\*\*  
WPI Acc No: 2002-273893/200232  
XRPX Acc No: N02-213630

**Demand transmission and response reception system transmits demand information about goods purchase and facility utilization to server and provides response information using mobile telephone**

Patent Assignee: WASHIYA K (WASH-I)  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001319109	A	20011116	JP 2000179118	A	20000510	200232 B

Priority Applications (No Type Date): JP 2000179118 A 20000510  
Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes  
JP 2001319109 A 3 G06F-017/60



Abstract (Basic):

... A **customer** transmits demand information about **goods** purchase and various facility utilization to a server through a mobile telephone. In response to the demand information, a feeder of the **server** provides response information to the **customer** through the mobile telephone.

... For demand and response communication using mobile telephone with mail and **Internet** functions for purchasing goods and utilizing facility, etc...

... Since the information is transmitted and received through mobile telephone with mail and **Internet** function, information is delivered quickly and simply...

... The figure shows a **profile** diagram of the demand transmission and response reception system. (Drawing includes non-English language text ...

13/3,K/12 (Item 12 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014429850 \*\*Image available\*\*

WPI Acc No: 2002-250553/200230

**Method for forwarding tax form by telecommunication system**

Patent Assignee: JUNG S I (JUNG-I)

Inventor: JUNG S I

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001016508	A	20010305	KR 200077210	A	20001215	200230 B

Priority Applications (No Type Date): KR 200077210 A 20001215

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001016508	A	1	G06F-017/6001	

**Method for forwarding tax form by telecommunication system**

Abstract (Basic):

... A tax **form** forwarding method is provided for customers to download tax forms at a service site, to...

... The method comprises steps of stores subscribing for a tax **form** forwarding service site as members(302), the stores offering the information on the store, and a seal(304), a tax **form** processing server making a table based on the informations input by the **customer** when the **product** is bought over the **internet** by the **customer** (306), the **server** storing the tax **form** table at a database and notifying the store, and the store forwarding the tax **form** to the customer by using an e-mail or an **internet** fax server system(308,310), and the **server** enabling the store, the **customers** or a tax administration organization to retrieve or process the tax data(312...

... Title Terms: **FORM** ;

13/3,K/13 (Item 13 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014428874 \*\*Image available\*\*

Search Report from Ginger D. Roberts

WPI Acc No: 2002-249577/200230

XRPX Acc No: N02-193978

**Preference data collection method using internet in marketing new product , involves obtaining statistical analysis data based on reply for questionnaire received from various users and purchaser's preference data**

Patent Assignee: NEC CORP (NIDE )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002056161	A	20020220	JP 2000242997	A	20000810	200230 B

Priority Applications (No Type Date): JP 2000242997 A 20000810

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002056161	A	13	G06F-017/60	

**Preference data collection method using internet in marketing new product , involves obtaining statistical analysis data based on reply for questionnaire received from various users and purchaser's preference data**

Abstract (Basic):

... A **questionnaire** is provided in a specific site established over **internet** . Reply received for the **questionnaire** from various users browsing the site are stored in the memory of a data processor...  
... For collecting data regarding the purchasing desire of a **customer** for specific **product** through **internet** in marketing new products...  
...Title Terms: **QUESTIONNAIRE** ;

13/3,K/14 (Item 14 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014422737 \*\*Image available\*\*

WPI Acc No: 2002-243440/200230

XRPX Acc No: N02-188348

**E-customer service system for Internet shopping has server generating valuation and purchase data using configured product data**

Patent Assignee: FORD MOTOR CO (FORD )

Inventor: AHDEKIVI H; ASHURST C; BRADBURY S; BROOKS P; BURDETT T;

CARTWRIGHT R; CLEAVES P; HITCHAM J; JARRETT J; MURRELL W; TOLVANEN J;

ZUCKER J; ZUCKER J T

Number of Countries: 027 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1154364	A1	20011114	EP 2001302904	A	20010328	200230 B
AU 200143844	A	20011115	AU 200143844	A	20010511	200230

Priority Applications (No Type Date): US 2000569929 A 20000513

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
EP 1154364	A1	E 22	G06F-017/60	

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT

LI LT LU LV MC MK NL PT RO SE SI TR

AU 200143844 A G06F-017/60

**E-customer service system for Internet shopping has server generating valuation and purchase data using configured product data**

Abstract (Basic):

... System comprises **product database** (22), interface agent **database** (68), server (16) accessing the databases and displaying the data and agents to the **customer** through interface **web pages**. **Customer database** (34) stores **customer** data generated in response to displaying **profile** screens (44) and storing received configured product data.

... The **product database** includes price data and the **server** transmits **customer** and configured **product** data and an appointment schedule to a monitoring agent. A valuation routine is used to...

...System is for **online** shopping...

... **product database** (22...

... **customer database** (34...

... **profile** screens (44

13/3,K/15 (Item 15 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014391593 \*\*Image available\*\*

WPI Acc No: 2002-212296/200227

XRPX Acc No: N02-162260

**Automatic search course setting system for e.g. content of operation, image of customer registered on homepage of internet has customer billing database which manages common customer billing data**

Patent Assignee: KOIKE J (KOIK-I)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002041564	A	20020208	JP 2000253149	A	20000719	200227 B

Priority Applications (No Type Date): JP 2000253149 A 20000719

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002041564	A	13	G06F-017/30	

... **setting system for e.g. content of operation, image of customer registered on homepage of internet has customer billing database which manages common customer billing data**

Abstract (Basic):

... A **database** management unit (61) has a **customer** billing **database** (24) which simultaneously manages common **customer** billing data, and an industry person billing database (44) which simultaneously manages industry person billing...

... plan. A service center (1) is connected to industry person terminals (51-54) that expect **advertising** printing, and common **customer** terminals (31-33) which demand information on a going-out schedule place, via an **internet** (5). The service center collects data about the industry person's content of operation. A...

...For e.g. content of operation, image, positional information of customer registered on homepage of **internet** .

...

...Improves industry person's content of operation or service. Includes possibility of producing new business **form** using the **internet** .

...

... Internet (5...

... Customer billing database (24

13/3,K/16 (Item 16 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014382892 \*\*Image available\*\*

WPI Acc No: 2002-203595/200226

**Advertisement service system for user**

Patent Assignee: RIM G Y (RIMG-I)

Inventor: RIM G Y

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001095708	A	20011107	KR 200019011	A	20000411	200226 B

Priority Applications (No Type Date): KR 200019011 A 20000411

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001095708	A	1	G06F-017/60	

Abstract (Basic):

... for a user is provided to maximize the convenience for an individual by performing a **target advertisement** on the necessary members based on credible personal information of a member DB(database).

... A user(member)(1) registers own personal information at an **Internet web site** of an operator. A DB-server(3) selects only the member(1) requested by an advertiser or other **client** among the members. A mail **server** sends a mail for requesting an advertisement and a question **survey** to the selected members(1). An analyzing server(5) sends information contents about the advertisement and the question **survey** to the members of the DB-server(3) and confirms that the members faithfully perform...

13/3,K/17 (Item 17 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014378792 \*\*Image available\*\*

WPI Acc No: 2002-199495/200226

XRPX Acc No: N02-151623

**Goods selling system using internet , transmits proposal goods information to PC terminals of customers , based on analysis result of mentality of customers while purchasing goods**

Patent Assignee: SHIRAISHI T (SHIR-I)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001350907	A	20011221	JP 2000173022	A	20000609	200226 B

Priority Applications (No Type Date): JP 2000173022 A 20000609

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001350907	A	5	G06F-017/60	

**Goods selling system using internet , transmits proposal goods information to PC terminals of customers , based on analysis result of**

**mentality of customers while purchasing goods**

Abstract (Basic):

... A transaction manufacturer **server** (5) transmits a **questionnaire** to **customers** PC terminals (1) for judging mentality of **customers** while purchasing **goods**. The **customers** transmit the answer back to the server for analysis. The analyzed results are stored in...  
... For selling **goods** through **internet** to **customers**.

**13/3,K/18 (Item 18 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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014362234 \*\*Image available\*\*

WPI Acc No: 2002-182935/200224

XRPX Acc No: N02-139121

**Customer information collecting system using internet , collects replies for questionnaire about purchased product from customer computer**

Patent Assignee: SANYO ELECTRIC CO LTD (SAOL )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002015109	A	20020118	JP 2000195699	A	20000629	200224 B

Priority Applications (No Type Date): JP 2000195699 A 20000629

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002015109	A	5	G06F-017/60	

**Customer information collecting system using internet , collects replies for questionnaire about purchased product from customer computer**

Abstract (Basic):

... The **customers** accesses the homepage of the **product** manufacturing company (1) through computers (9) connected to the **internet** (11). The **customer** answers the questionnaire about the purchased **product** in the question screen. The server (5) of **product** manufacturing company receives the replies from **customers**.  
... For collecting **customer** information representing purchased **product** using **internet**.  
...

... **Customers** **product** (2...

... **Internet** (11

...Title Terms: **QUESTIONNAIRE** ;

**13/3,K/19 (Item 19 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014357250 \*\*Image available\*\*

WPI Acc No: 2002-177951/200223

**Method for operating CRM and SCM system based on web database for specific small and medium sized company**

Patent Assignee: LEE J H (LEEJ-I)

Inventor: LEE J H

Number of Countries: 001 Number of Patents: 001

Patent Family:

Search Report from Ginger D. Roberts

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001016455	A	20010305	KR 200075391	A	20001212	200223 B

Priority Applications (No Type Date): KR 200075391 A 20001212

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001016455	A		1 G06F-017/6015	

**Method for operating CRM and SCM system based on web database for specific small and medium sized company**

Abstract (Basic):

... SCM(Supply Chain Management) operation method is provided to enable a seller to receive an **online** management service on **customers**, **products** and suppliers, and an offline service such as an after service, a delivery service and...

...a supplier to have a stable supply route, and receive a public relation, a market **survey**, a field test or a bench mark test service.

... method comprises steps of sellers or suppliers installing a CRM-SCM specific browser or a **web** browser, passing an authentication process, an integrated **database server** synchronizing the **customer** and transaction information stored at a local database in the CRM-SCM specific browser, the...

...Title Terms: **WEB** ;

**13/3,K/20 (Item 20 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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014348849 \*\*Image available\*\*

WPI Acc No: 2002-169552/200222

**Method for operating insurance service site on the internet**

Patent Assignee: LEE H C (LEE-H-I)

Inventor: LEE H C

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001090353	A	20011018	KR 200016292	A	20000324	200222 B

Priority Applications (No Type Date): KR 200016292 A 20000324

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001090353	A		1 G06F-017/00	

**Method for operating insurance service site on the internet**

Abstract (Basic):

... A method for operating an insurance service site on the **internet** is provided to increase the convenience of a **customer** by making plural **databases** of all **products** of all insurance companies, by recommending one or two **products** among the **products** to the **customer** after conditions such as age and income are inputted and an arbitrary grade of the...

... An insurance service site is opened in the **form** of cyber independent agency. Databases are constructed by insurance products of all insurance companies. In...

**13/3,K/21 (Item 21 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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014334081 \*\*Image available\*\*

WPI Acc No: 2002-154784/200220

Related WPI Acc No: 2002-164555

XRPX Acc No: N02-117659

Web **-based electronic purchase method for scientific products e.g. beakers, involves searching database to find desired product for customer and supplying web -based requisition form to customer**

Patent Assignee: FISHER SCI CO (FISH-N)

Inventor: MOMYER D; TALHOUK D K

Number of Countries: 094 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200203165	A2	20020110	WO 2001US20653	A	20010628	200220 B
AU 200188216	A	20020114	AU 200188216	A	20010628	200237

Priority Applications (No Type Date): US 2000677349 A 20001002; US

2000608924 A 20000703

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200203165 A2 E 92 G06F-000/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200188216 A G06F-000/00 Based on patent WO 200203165

Web **-based electronic purchase method for scientific products e.g. beakers, involves searching database to find desired product for customer and supplying web -based requisition form to customer**

Abstract (Basic):

... A customer **profile** associated with several **customers** and a **database** of **items** offered by the suppliers are maintained. The database is searched on behalf of a **customer** to find a desired **item**. A **web**-based requisition **form** is provided to the customer.  
... Also for locating appropriate bacterial and human DNA for medical research, through public or private **internet**, intranet, using personal computer, PDA, **web**-based pager...

...The purchase of various products is managed reliably by sending **web**-based requisition **form** due to **database** search, hence **customer** can acquire real-time **product** information efficiently...

Title Terms: **WEB** ;

13/3,K/22 (Item 22 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014276133 \*\*Image available\*\*

WPI Acc No: 2002-096835/200213

XRPX Acc No: N02-071518

**Customer information collection method for Internet involves attaching recording medium holding additional information to product and releasing password to access information only after customer fills out on - line form**

Patent Assignee: GAIKKUSU KK (GAIA-N); GAIAX CO LTD (GAIA-N)

Inventor: UEDA H

Search Report from Ginger D. Roberts

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20010034634	A1	20011025	US 2001754624	A	20010104	200213 B
JP 2001306780	A	20011102	JP 2000121152	A	20000421	200213

Priority Applications (No Type Date): JP 2000121152 A 20000421

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20010034634	A1		12	G06F-017/60	
JP 2001306780	A		8	G06F-017/60	

**Customer information collection method for Internet involves attaching recording medium holding additional information to product and releasing password to access information only after customer fills out on - line form**

Abstract (Basic):

... g. book. Password to access information on CD-ROM only given after customer fills out **on - line customer information form**. Data entered in database. **Form** also includes request for **customer** to join virtual community for **advertising** purposes.  
... Gives an incentive for the customer to fill out the **form** and so improves data collection...  
...Title Terms: **FORM**

**13/3,K/23 (Item 23 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014275281 \*\*Image available\*\*

WPI Acc No: 2002-095983/200213

**System and method for selling product based on order**

Patent Assignee: EDUCOM KOREA (EDUC-N)

Inventor: SEO Y J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001078476	A	20010821	KR 200112914	A	20010313	200213 B

Priority Applications (No Type Date): KR 200112914 A 20010313

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2001078476	A		1	G06F-017/60	

Abstract (Basic):

... provided to offer an image of production processes to a customer, and to enable the **customer** to easily similar **products** and compare them over the **Internet** so that it can enhance a product reliability.  
... member(S15,S20), the user browsing a list of health foods, detailed informations, an order **form** button, a process schedule button, a search help button and a search window(S25), the user clicking on the **form** button(S30), a controller of the site offering the order **form** (S40), the user filling in the **form** and clicking on an order button(S50), the controller making a process schedule on the selected health food by driving a scheduler and using a **product database** and an order **database** (S60), the controller offering the constructed process schedule, enabling the user to finally decide the  
...



13/3,K/24 (Item 24 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

014244338 \*\*Image available\*\*  
WPI Acc No: 2002-065038/200209  
XRPX Acc No: N02-048434

**Commercial transaction support method using internet , involves  
displaying list of stores when only demand for goods purchasing is  
input by customer**

Patent Assignee: DAIKIN KOGYO KK (DAIK )  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001319092	A	20011116	JP 2000137776	A	20000510	200209 B

Priority Applications (No Type Date): JP 2000137776 A 20000510

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2001319092	A		32	G06F-017/60	

**Commercial transaction support method using internet , involves  
displaying list of stores when only demand for goods purchasing is  
input by customer**

Abstract (Basic):

... A customer terminal and a specific store terminal are connected  
by a **customer** management **server** , when the store name is specified  
by the **customer** . Else the **server** displays a list of stores, when  
only the demand for **goods** purchasing is input by the **customer** .  
... For **online** commercial transaction using **internet** .  
...

...The figure shows the **profile** diagram of **internet** selling system.  
(Drawing includes non-English language text)

13/3,K/25 (Item 25 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

014203467 \*\*Image available\*\*  
WPI Acc No: 2002-024164/200203

**Method for performing electronic commerce on customized shoes over  
internet**

Patent Assignee: CHOI W S (CHOI-I)  
Inventor: CHOI W S; KIM H S; KIM S J; PARK C C; PARK J S; RYU Y J  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001068019	A	20010713	KR 200120081	A	20010414	200203 B

Priority Applications (No Type Date): KR 200120081 A 20010414

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2001068019	A		1	G06F-017/60	

**Method for performing electronic commerce on customized shoes over  
internet**

Abstract (Basic):

... customer to transmit detailed image data on foots, such as a  
footprint and a foot **profile** , to transmit numeric data on foots such

as a height and a surrounding of a...

...image and send the image to the customer and to store the image at a **database** so that the **customer** can easily purchase customized shoes.  
... comprises steps of allowing a customer to access a shoe order service site over the **Internet** (20), offering shoe **product** information to the **customer** (22), allowing the customer to input personal data and foot data and selecting shoe sample(21,30), enabling the customer to order the customized shoes, storing the ordered shoes and **customer** data at a **database** (50), designing the shoe type, the shoe size and the materials after analyzing the ordered...

13/3,K/26 (Item 26 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014203039 \*\*Image available\*\*

WPI Acc No: 2002-023736/200203

**Method for using internet contents through point generation and accumulation**

Patent Assignee: KIMS MARKETING SERVICE CO LTD (KIMS-N)

Inventor: KIM S Y

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001067024	A	20010712	KR 200076943	A	20001215	200203 B

Priority Applications (No Type Date): KR 200076943 A 20001215

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001067024	A	1	G06F-017/60	

**Method for using internet contents through point generation and accumulation**

Abstract (Basic):

... An **Internet** contents usage method is provided to enable a user to accumulate the points generated when the user views the advertisement or corresponds to advertisement **survey**, and use the **Internet** contents by the accumulated point or the instantly generated point so that it can enhance...

... The method comprises steps of an **advertisement server** system accessing a **customer** system(220), the **advertisement server** system transmitting a **web page** with point generation and usage selection menu to the **customer** system(240), the **server** system receiving the point usage method, selected among an instant point usage and an accumulated point usage by the customer, from the customer system, the **customer** selecting and viewing the **advertisement** (251,252), the **customer** selecting the **advertisement survey** and filling in the **questionnaire** (261,265), the server system receiving the contents usage amount used in the **customer** system, and the **server** system updating the point in a customer account based on the contents usage amount(254  
...

13/3,K/27 (Item 27 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014158706 \*\*Image available\*\*

WPI Acc No: 2001-642934/200174

XRPX Acc No: N01-480922

**Physical distribution system for ordering goods using internet , sets delivery route and delivery schedule for each customer automatically, based on information about variety of purchase order goods, and quantity of goods**

Patent Assignee: SEGA LOGISTICS SERVICE KK (SEGA-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001253510	A	20010918	JP 200065501	A	20000309	200174 B

Priority Applications (No Type Date): JP 200065501 A 20000309

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001253510	A	8	B65G-001/137	

**Physical distribution system for ordering goods using internet , sets delivery route and delivery schedule for each customer automatically, based on information about variety...**

Abstract (Basic):

... purchase order goods, quantity of goods, delivery data and delivery place, etc., received from a **customer** , in a **customer database** (20), based on the placement order of goods. An automatic setting of route and schedule for delivering **goods** to **customer** in the specified common delivery position, is performed based on the stored information.

... for goods such as fluorescent lamp, detergent, toner cartridge using electronic communication circuits such as **internet** .

...

...Since a mail order server estimates the exchange stage of each **customer** 's **goods** , the stock insufficiency of **goods** are prevented...

...The figure shows the **profile** of the physical distribution system.  
(Drawing includes non-English language text...

... **Customer database** (20

**13/3,K/28 (Item 28 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014105994 \*\*Image available\*\*

WPI Acc No: 2001-590208/200166

Related WPI Acc No: 2002-392628; 2002-589965

XRPX Acc No: N01-439584

**Color image display method for on - line retailing involves obtaining information by generating web cookie based on results of color profiling process to a remote server in network**

Patent Assignee: IMATION CORP (IMAT )

Inventor: EDGE C J; FISCHER T A; KRUSE B D; SHELTON R M

Number of Countries: 021 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200175802	A1	20011011	WO 2001US2985	A	20010130	200166 B

Priority Applications (No Type Date): US 2000193725 P 20000331

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 200175802	A1	E	61 G06T-011/00	

Search Report from Ginger D. Roberts

Designated States (National): IL JP

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE TR

**Color image display method for on - line retailing involves obtaining information by generating web cookie based on results of color profiling process to a remote server in network**

Abstract (Basic):

... The method involves **web page** code execution by client (14) for access to color image server (16) generating cookie **profile** containing information characterizing color response. The cookie is uploaded to a color image **server** which retrieves image requested by **client** and modifies images based on cookie contents by applying a color correction method (18). The...

... AN INDEPENDENT CLAIM is made for a system comprising a **web** server and a color image server residing on the **network** .

...

...For presentation of color images on display devices more particularly for **on - line** retailing...

... **On - line** retailers will get less returns and **on - line** customers can shop with greater confidence that **items** will arrive with the expected color. Users viewing **on - line** images are able to see colors intended by original source without need for significant adjustments...

...The flow diagram illustrates the method for improving color image display accuracy in a computer **network** .

...Title Terms: **WEB** ;

**13/3,K/29 (Item 29 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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014096890 \*\*Image available\*\*

WPI Acc No: 2001-581104/200165

Related WPI Acc No: 2002-656045

XRPX Acc No: N01-432872

**Universal automated order processing system for customer -merchant product purchase transaction, has customer telephone interface communicating with customer database and merchant database in processing customer order**

Patent Assignee: WORLD THEATRE INC (WORLD-N)

Inventor: BALLOU B L; HEBRANK J H; HUNTER C E; SPARKS K C; SUMMER R D;  
SYKES O B

Number of Countries: 093 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200144888	A2	20010621	WO 2000US33841	A	20001215	200165 B
AU 200120978	A	20010625	AU 200120978	A	20001215	200165

Priority Applications (No Type Date): US 2000645086 A 20000824; US 99465729  
A 19991217; US 2000564386 A 20000503; US 2000567716 A 20000510

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200144888 A2 E 6 G06F-000/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP  
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT  
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Search Report from Ginger D. Roberts

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW  
AU 200120978 A G06F-000/00 Based on patent WO 200144888

**Universal automated order processing system for customer -merchant  
product purchase transaction, has customer telephone interface  
communicating with customer database and merchant database in  
processing customer order**

Abstract (Basic):

... transaction model (50) matches customer order from customer  
telephone interface (40) with information stored in **customer  
database** (70). Based on the matching, a product order placement module  
(100) matches the order to associated merchants of **product /merchant  
database** (80), for which the **customer** is acknowledged to interface  
(40).  
... The merchant/ **product database** includes information  
corresponding to an order number assigned to each product offered  
through the system...  
...several merchants. The order number identifies an unique product and an  
associated merchant offers the **product**. The **customer database**  
include **customer** information set for every system customer. The  
information set includes customer identification, customer address  
information...  
...For **customer -merchant product** purchase transactions using e.g.  
telephone, interactive TV, **internet**, satellite paging, satellite  
cellular, personal digital assistant (PDL), radio, LAN, etc. Also for  
automated teller...  
...theme parks, ticket ordering, real time, last minute airline or hotel  
reservations, bidding, home shopping **network**, stock portfolio  
information, sports **profile** information, radio and television  
stations and charity drives...  
... **Customer** can select the **product** from a vast number of merchants.  
System enables even small vendors to offer products without...  
... **Customer database** (70...  
... **Product -merchant database** (80

13/3,K/30 (Item 30 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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014096681 \*\*Image available\*\*  
WPI Acc No: 2001-580895/200165  
XRPX Acc No: N01-432669

**Primary media content access systems for accessing entertainment using  
networked game console; uploads user identifier to download management  
server to enable access to specified content in primary media content  
database**

Patent Assignee: SONY COMPUTER ENTERTAINMENT AMERICA (SONY )  
Inventor: CHATANI M; HOUSE A J  
Number of Countries: 030 Number of Patents: 007  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200140948	A1	20010607	WO 2000US32737	A	20001201	200165 B
AU 200120565	A	20010612	AU 200120565	A	20001201	200165
JP 2001222643	A	20010817	JP 2000365538	A	20001130	200165

Search Report from Ginger D. Roberts

BR 200007938	A	20011106	BR 20007938	A	20001201	200175
			WO 2000US32737	A	20001201	
EP 1173810	A1	20020123	EP 2000983859	A	20001201	200214
			WO 2000US32737	A	20001201	
KR 2002003366	A	20020112	KR 2001709786	A	20010802	200247
CN 1352770	A	20020605	CN 2000803392	A	20001201	200261

Priority Applications (No Type Date): US 99452811 A 19991202

Patent Details:

Patent No	Kind	Lang	Pg	Main IPC	Filing Notes
WO 200140948	A1	E	44	G06F-011/30	
Designated States (National): AU BR CA CN KR MX NZ RU SG					
Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR					
AU 200120565	A			G06F-011/30	Based on patent WO 200140948
JP 2001222643	A		15	G06F-017/60	
BR 200007938	A			G06F-011/30	Based on patent WO 200140948
EP 1173810	A1	E		G06F-011/30	Based on patent WO 200140948
Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE TR					
KR 2002003366	A			G06F-017/00	
CN 1352770	A			G06F-011/30	

**Primary media content access systems for accessing entertainment using networked game console; uploads user identifier to download management server to enable access to specified content...**

Abstract (Basic):

... A client console (70) establishes a communications link through a communications **network** (50) to a download management server. A detachable storage media (80) having a data structure...

... a) a method for delivery of primary media content in digital **form** through a bi-directional communication **network** (...)

...For engaging in interactive entertainment or for accessing non-interactive entertainment using a **networked** game console connected to a content provider over a bi-directional **network** .

...

...Maintenance and accessing of **customer** and content **databases** , which support such systems, enables playback of both valuable primary content along with auxiliary content such as **targeted advertisements** . **Advertisements** are made available to **customers** via a detachable local storage medium, such as a DVD or CD-ROM disc. Viewing...

...content provider and can be used as a basis for assessing advertising fees to an **advertiser** , as well as updating of the **customer database** .

...

...communications **network** (50)

13/3,K/31 (Item 31 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

014073706 \*\*Image available\*\*

WPI Acc No: 2001-557919/200162

XRPX Acc No: N01-414583

**Distribution of printed information from electronic database , employs**

Internet distribution to customers of news articles or advertising  
tear sheets from a database of electronic publications

Patent Assignee: SMART RES TECHNOLOGIES INC (SMAR-N)

Inventor: READ D M; WALSH F E

Number of Countries: 093 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200167361	A1	20010913	WO 2001US7448	A	20010308	200162 B
AU 200145530	A	20010917	AU 200145530	A	20010308	200204

Priority Applications (No Type Date): US 2000188324 P 20000309

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200167361 A1 E 36 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH  
CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE  
KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO  
RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200145530 A G06F-017/60 Based on patent WO 200167361

Distribution of printed information from electronic database , employs  
Internet distribution to customers of news articles or advertising  
tear sheets from a database of electronic publications

Abstract (Basic):

... Publication can be received in electronic form and then  
selected portions clipped with a software editing tool for pasting into  
a customer's web box. The customer may then view the clipped portion  
at their leisure. The electronic form of the publication may be  
created by scanning in the publication. Selected portion can be  
advertisements and thus provide to the customer as tear sheets.  
Selected portions can also be searched for using a query to provide...  
... For the Internet .  
...

...Allows customers access via the Internet to news articles or  
advertising tear sheets from a database of electronic publications. The  
web site is protected by password...

...clipping news clips from the database and placing the news clips into  
the client's web box

13/3,K/32 (Item 32 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014066129 \*\*Image available\*\*

WPI Acc No: 2001-550342/200162

XRPX Acc No: N01-408857

Electronic advertisement on computer network has image server for  
information on web pages and selection process to locate pre-print  
standing inserts

Patent Assignee: ADEXPEDIA INC (ADEX-N); STRISOWER J (STRI-I)

Inventor: STRISOWER J

Number of Countries: 003 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CA 2337758	A1	20010823	CA 2337758	A	20010223	200162 B
US 20010029465	A1	20011011	US 2000184735	P	20000223	200162

Search Report from Ginger D. Roberts

US 2001792486 A 20010223  
GB 2367392 A 20020403 GB 20014516 A 20010223 200223

Priority Applications (No Type Date): US 2000184735 P 20000223; US  
2001792486 A 20010223

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
CA 2337758	A1	E	28	G06F-003/14	
US 20010029465	A1			G06F-017/60	Provisional application US 2000184735

GB 2367392 A G06F-017/30

**Electronic advertisement on computer network has image server for information on web pages and selection process to locate pre-print standing inserts**

Abstract (Basic):

... aspect ratio. File images are stored on image servers with path/file names associated the **database** records for each **product** and store advert...

...For advertising more specifically processing and displaying product pricing and distribution of information over the **Internet**

...

...Consumer can search and find specific product, its location, price and quality **form** a variety of sites for comparison. Circulars or adverts not read are discarded...

...Large audience are also **targeted** for effective **advertising** .

...Title Terms: **NETWORK** ;

**13/3,K/33 (Item 33 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

014045175 \*\*Image available\*\*  
WPI Acc No: 2001-529388/200158  
XRPX Acc No: N01-392933

**Photogrammetry engine for 3D model construction for on line presentation of product on sale in customer environment by identifying at least one dimension of edge of reference object from which camera parameters may be calculated**

Patent Assignee: BETHERE (BETH-N)

Inventor: KOROBIKIN C P

Number of Countries: 094 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200101075	A2	20010104	WO 2000US17339	A	20000623	200158 B
AU 200056351	A	20010131	AU 200056351	A	20000623	200158

Priority Applications (No Type Date): US 99344814 A 19990625; US 9890749 P 19980626

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200101075	A2	E	125	G01C-011/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW



Search Report from Ginger D. Roberts

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW  
AU 200056351 A G01C-011/00 Based on patent WO 200101075

**Photogrammetry engine for 3D model construction for on line presentation of product on sale in customer environment by identifying at least one dimension of edge of reference object from which camera...**

Abstract (Basic):

... 4) a method for generating a combined image that simulates a **product** being positioned at location where **customer** is considering to place it...

...6) A commerce application for generating remote presentation of **product** in situ using a **client - server** system...

...For visualizing the placement of one or more physical objects in a physical scene for **electronic commerce** for combining customer image and merchant object on sale into combined image displaying **product** in **target** environment taking into account 3D scenery of a virtual space created...

...of taking images to produce correct 3D scene of combined number of images that together **form** the virtual space. May operate in **client server network** environment...

13/3,K/34 (Item 34 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

013995533 \*\*Image available\*\*  
WPI Acc No: 2001-479748/200152  
XRPX Acc No: N01-355250

Customized **service provision method for goods sales on internet , involves transmitting sales information related to goods from server database through communication network to user with respect to demand**

Patent Assignee: MEDIA CHIC KK (MEDI-N)  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001175761	A	20010629	JP 99376823	A	19991221	200152 B

Priority Applications (No Type Date): JP 99376823 A 19991221

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001175761	A	62	G06F-017/60	

Customized **service provision method for goods sales on internet , involves transmitting sales information related to goods from server database through communication network to user with respect to demand**

Abstract (Basic):

... The **server database** of **customer** data-management system stores the access log, purchase log, address and basic **profile** information of user corresponding to the previous sales. The sales information related to the goods is transmitted through the communication **network** to the user holding portable telephone with respect to the demand information received from user.

... For provision of **customized** service for sales of **goods** such as beverage, tobacco, confectionery, daily dish, lunch, shampoo, soap, cosmetics and perfumes, through advertisement on **internet** .

...Title Terms: **NETWORK** ;

**13/3,K/35** (Item 35 from file: 350)  
 DIALOG(R)File 350:Derwent WPIX  
 (c) 2002 Thomson Derwent. All rts. reserv.

013991929 \*\*Image available\*\*  
 WPI Acc No: 2001-476144/200151  
 XRPX Acc No: N01-352419

**Sales incentive system e.g. for online sales without need for complicated online ordering and delivery system**

Patent Assignee: INCYD INTERNET LTD (INCY-N)

Inventor: BEUTLER J

Number of Countries: 094 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200154006	A2	20010726	WO 2001GB228	A	20010119	200151 B
AU 200126950	A	20010731	AU 200126950	A	20010119	200171

Priority Applications (No Type Date): GB 20001112 A 20000119

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200154006	A2	E	12	G06F-017/60	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
 CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP  
 KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT  
 RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
 IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW  
 AU 200126950 A G06F-017/60 Based on patent WO 200154006

**Sales incentive system e.g. for online sales without need for complicated online ordering and delivery system**

Abstract (Basic):

... Several remote computers (10) enable a **customer** to access a **server** computer (12) via the **Internet** (11) and to select several goods or services offered by a merchant. The **server** computer stores the **customer** identification with details of each **item** selected for purchase by the **customer** .  
 ... selected item. This information is then output to the merchant terminal (13/16) enabling the **customer** to purchase the **item** (s...  
 ...For **online** sales of good and services **form** a merchants retail outlet  
 ...  
 ...customers with an incentive to visit the merchant's outlet, without expense of a complicated **on - line** ordering system...  
 ... **Internet** (11

**13/3,K/36** (Item 36 from file: 350)  
 DIALOG(R)File 350:Derwent WPIX  
 (c) 2002 Thomson Derwent. All rts. reserv.

013983078 \*\*Image available\*\*  
 WPI Acc No: 2001-467292/200151  
 XRPX Acc No: N01-346746

**Item recognition and recommendation system for clothes retail facilities, has processor to retrieve product profile data based on product**

**identifier in item's electronic tag for recommending another item  
associatively**

Patent Assignee: FUJITSU LTD (FUIT )

Inventor: SUZUKI H

Number of Countries: 003 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2358110	A	20010711	GB 200013660	A	20000605	200151 B
JP 2001249987	A	20010914	JP 2001476	A	20010105	200168
US 6313745	B1	20011106	US 2000479307	A	20000106	200170

Priority Applications (No Type Date): US 2000479307 A 20000106

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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GB 2358110	A		40	G06K-007/10	
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JP 2001249987	A		15	G06F-017/60	
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US 6313745	B1			G08B-013/14	
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**Item recognition and recommendation system for clothes retail facilities,  
has processor to retrieve product profile data based on product  
identifier in item's electronic tag for recommending another item  
associatively**

Abstract (Basic):

... product identifier, when the tag is in proximity to the  
interrogation region. A processor retrieves **product profile data  
based** on the identifier, for recommending another item.

... a) **Network** server of an item recognition and recommendation  
system...

...Improves store clerk's efficiency in assisting **customers** , by  
retrieving **product profile** data of the item based on the product  
identifier...

...Title Terms: **PROFILE ;**

**13/3,K/37 (Item 37 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

013982531 \*\*Image available\*\*

WPI Acc No: 2001-466745/200151

XRPX Acc No: N01-346268

**Communications apparatus for preparing customised mass communications  
directed to each of multitude of clients, and generating replies to each  
purchase or non-purchase client response received, for presenting  
financial product information**

Patent Assignee: LIBMAN R (LIBM-I)

Inventor: LIBMAN R

Number of Countries: 025 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1071030	A1	20010124	EP 99305782	A	19990721	200151 B

Priority Applications (No Type Date): EP 99305782 A 19990721

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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EP 1071030	A1	E	58	G06F-017/60	
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Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT  
LI LT LU LV MC MK NL PT RO SE SI

Abstract (Basic):

... The financial product marketing and sales system uses client

information concerning a **client** from a **client database** , to automatically select and present financial products appropriate for the client.

... included for; a method for automatically preparing a number of client communications pertaining to financial **products** ; a method for automatically preparing a **customised** reply to each response communication from a number of clients; a system for automatically preparing...

...Using client information about clients in **form** of a number of client records, to automatically select and present financial products e.g...

... **Network** server (10

**13/3,K/38** (Item 38 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

013843649 \*\*Image available\*\*  
WPI Acc No: 2001-327862/200134  
XRPX Acc No: N01-235913

**Offer document producing method in electronic database system, involves receiving and examining response from interface of product catalog database of customer and accordingly including the item in offer document**

Patent Assignee: MAARANEN P (MAAR-I); VSP VIRTUALSALESPERSON LTD OY  
(VSPV-N)

Inventor: ESCHNER R

Number of Countries: 094 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200115026	A2	20010301	WO 2000FI696	A	20000817	200134 B
AU 200065739	A	20010319	AU 200065739	A	20000817	200136

Priority Applications (No Type Date): US 2000568565 A 20000509; FI 991739 A 19990817

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 200115026	A2	E	17 G06F-017/60	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200065739 A G06F-017/60 Based on patent WO 200115026

... **document producing method in electronic database system, involves receiving and examining response from interface of product catalog database of customer and accordingly including the item in offer document**

Abstract (Basic):

... item in a set is obtained from database and a query is generated in a **form** accepted by interface of **product catalog database of customer** to data communication **network** . Query is sent over **network** to interface and the response is examined to find whether **customer** has the **item** . If the **customer** does not have the **item** , it is included in the offer document.

... In electronic **product database** systems for producing offer document for several **items** to **customer** .

...

...Allows salesman to easily concentrate on **products** in a large selection which the **customer** does not have. Allows the offer document to list also the products that are nearly

13/3,K/39 (Item 39 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

013815358 \*\*Image available\*\*  
WPI Acc No: 2001-299570/200131  
XRPX Acc No: N01-214879

**Transaction over network e.g. internet , involves registering profiles of customer and supplier in server , so that server authorizes them for transaction by verifying their digital signatures appended in request**

Patent Assignee: UNICATE BV (UNIC-N)  
Inventor: SIPMAN W H M; WARD S M  
Number of Countries: 093 Number of Patents: 003  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200067143	A2	20001109	WO 2000NL278	A	20000428	200131 B
AU 200044375	A	20001117	AU 200044375	A	20000428	200131
EP 1219088	A2	20020703	EP 2000925732	A	20000428	200251
			WO 2000NL278	A	20000428	

Priority Applications (No Type Date): US 2000543602 A 20000405; EP 99201334 A 19990428

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 200067143	A2 E	56	G06F-017/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

AU 200044375	A	G06F-017/00	Based on patent WO 200067143
EP 1219088	A2 E	H04L-029/06	Based on patent WO 200067143

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

**Transaction over network e.g. internet , involves registering profiles of customer and supplier in server , so that server authorizes them for transaction by verifying their digital signatures appended in request**

Abstract (Basic):

... During transaction negotiation, when **customer** request supplier for **goods** or services transaction, supplier sends digitally signed message requesting proof of identity to customer. The...

... A transaction **server** (32) registers **profiles** of **customer** (30) and supplier (31). The **profiles** information includes party identifier, party authentication data, including a table of random data for verifying the signatures and operation identifies unique to the party. The **profile** information also includes payment method identifier based on which the server request authorization from specific...

...c) data processing system for transaction over **network** ;

(...

...d) computer program executed by data processing system for transaction over **network**

...

...For e.g. **E - commerce** such as shopping, business to business transaction, telebanking, protected e-mailing, consulting and amending databases, brokerage over **network** such as **internet** , intranet, extranet

...Title Terms: **NETWORK** ;

**13/3,K/40** (Item 40 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

013662567 \*\*Image available\*\*

WPI Acc No: 2001-146779/200115

XRPX Acc No: N01-107477

**Electronic shopping system in internet , retrieves and transmits portions of selected data to customer, to provide business transaction between customer, licensors, manufacturers and retailers**

Patent Assignee: WHATSHOTNOW.COM INC (WHAT-N)

Inventor: FRIED R; WILLIAMS R

Number of Countries: 093 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200073964	A2	20001207	WO 2000US14938	A	20000601	200115 B
AU 200053072	A	20001218	AU 200053072	A	20000601	200118

Priority Applications (No Type Date): US 2000518757 A 20000303; US 99137036 P 19990601; US 99137049 P 19990601; US 99137050 P 19990601; US 99137062 P 19990601; US 99137152 P 19990601; US 99158601 P 19991008; US 99440147 A 19991115; US 99440217 A 19991115; US 2000498512 A 20000204

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200073964 A2 E 73 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200053072 A G06F-017/60 Based on patent WO 200073964

**Electronic shopping system in internet , retrieves and transmits portions of selected data to customer, to provide business transaction between customer...**

Abstract (Basic):

... stores and organizes data selected from licensor, manufacturer and retailer database. The server generates a **web site** accessible by customer, and retrieves and transmits portions of selected data to customers, for facilitating...

... The licensors database stores the licensors information descriptive of rights associated with **product** available for purchase by **customer** . The manufacturer and retailer information descriptive of manufactured **products** and products available for purchase by **customer** , are stored in respective **databases** . The three data bases are connected in communication with the host. The server automatically updates the **databases** , based on **customer** transactions. INDEPENDENT

CLAIMS are also included for the following...

- ...b) system for inciting user interaction with host in **internet** ;  
(...
- ...c) method for inciting user interaction with host in **internet** ;  
(...
- ...d) method for **customizing** display of **products** presented to user of  
remote computer...
- ...e) system for **customizing** display of **products** presented to user for  
remote computer...
- ...g) method for dynamic collection of **web site** stores and products  
sold within the **web site** stores to user of remote computer...
- ...Electrical shopping system in **internet** for providing business to  
business (B-to-B) interface to licensors/brand holders,  
licensees/manufacturers...
- ...Allows **customer** to search for specific **items** or browse through  
particular category of items in the **web site** stores through search  
or browse area of **web page** , reliably. Caters the display of the  
systems **web site** , based on the user **profile** and preferences  
reliably. The users interaction with the system is encouraged by  
offering discount points that can be redeemed at the **web site**  
stores

**13/3,K/41 (Item 41 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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013492060 \*\*Image available\*\*

WPI Acc No: 2000-664003/200064

Related WPI Acc No: 1997-489812

XRPX Acc No: N00-492019

**Advertisement display apparatus for Internet , based on profile of  
user supplied to distribution system**

Patent Assignee: GAUTIER L (GAUT-I); GUYOT P D (GUYO-I)

Inventor: GAUTIER L; GUYOT P D

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6119098	A	20000912	US 97950200	A	19971014	200064 B

Priority Applications (No Type Date): US 97950200 A 19971014

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6119098	A	18	G06F-017/60	

**Advertisement display apparatus for Internet , based on profile of  
user supplied to distribution system**

Abstract (Basic):

... **Advertisements** are specifically **targeted** to the subscriber  
based on a personal **profile** provided by the subscriber. The **client**  
application periodically accesses the **server** over a distributed  
**network** to download **targeted advertisements** . The client  
application displays downloaded **advertisements** in a window (530) that  
is sensitive to mouse/or keyboard activity e.g. **Internet** link (580),  
if applications are running concurrently on the subscribers's **network**

,the user can drag application window (500) to different part of the display.

... For Internet .

...

...The probability that a subscriber will view an advertisement corresponding to user **profile** is relatively high...

...The figure shows a representative display generated by the **advertisement targeting** system...

... Internet Link (580

...Title Terms: **PROFILE** ;

13/3,K/42 (Item 42 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

013193078 \*\*Image available\*\*

WPI Acc No: 2000-364951/200031

XRFX Acc No: N00-273138

Internet based electronic commerce business transaction processor, performs billing for retail customer for ordered product authorized for shipment

Patent Assignee: HARDWARESTREET.COM INC (HARD-N)

Inventor: ALVIN R S

Number of Countries: 085 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200023929	A1	20000427	WO 99US24453	A	19991019	200031 B
AU 9964336	A	20000508	AU 9964336	A	19991019	200037
EP 1040440	A1	20001004	EP 99952033	A	19991019	200050
			WO 99US24453	A	19991019	

Priority Applications (No Type Date): US 99343547 A 19990630; US 98104829 P 19981019

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200023929 A1 E 41 G06F-017/60

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

AU 9964336 A G06F-017/60 Based on patent WO 200023929

EP 1040440 A1 E G06F-017/60 Based on patent WO 200023929

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

Internet based electronic commerce business transaction processor, performs billing for retail customer for ordered product authorized for shipment

Abstract (Basic):

... purchase order, based on specific selection criteria, and also authorizes selected distributor to ship ordered **product** to retail **customer** . A payment processor (40) performs billing for retail **customer** for ordered **product** authorized for shipment.

... products, are stored in a database (70). A communication interface selectively permits one of retail **customers** to selectively



access the **product** data stored in the **database** . An electronic order **form** is provided for retail customer to place a purchase order of the selected product. The...

...availability, shipping date, shipping location or discount data. An INDEPENDENT CLAIM is also included for **Internet** based **electronic commerce** business transaction processing method...

...For processing **electronic commerce** business transactions e.g. for computer related products, etc in **Internet** .

...

...The figure shows block diagram of over all **Internet** based e-mail business transaction processing system

**13/3,K/43 (Item 43 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

013177607 \*\*Image available\*\*

WPI Acc No: 2000-349480/200030

Related WPI Acc No: 1994-342215; 1996-077621

XRPX Acc No: N00-261828

**Remote communication link establishing system for online goods marketing and shopping has controller, which permits access of data from central facility through remote facility and provides transaction data**

Patent Assignee: WREN S C (WREN-I)

Inventor: WREN S C

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6055514	A	20000425	US 92855099	A	19920320	200030 B
			US 9351743	A	19930422	
			US 94264184	A	19940622	
			US 94268309	A	19940629	
			US 96668561	A	19960621	

Priority Applications (No Type Date): US 96668561 A 19960621; US 92855099 A 19920320; US 9351743 A 19930422; US 94264184 A 19940622; US 94268309 A 19940629

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6055514	A		12	G06F-017/60	CIP of application US 92855099
					Cont of application US 9351743
					CIP of application US 94264184
					CIP of application US 94268309

**Remote communication link establishing system for online goods marketing and shopping has controller, which permits access of data from central facility through...**

Abstract (Basic):

... by the facility (14) is output using hypertext application software. The stopping point in the **customer** 's browsing **database** is recognized based on which the browsing is continued. The data is browsed according to the model and manufacturing details of each **goods** selected by the **customer** . After each transaction, the customer **profile** is updated periodically...

...For **online** goods marketing, shopping and financing services, to provide sales assistance to cars, boats, motorcycles, furniture...

13/3,K/44 (Item 44 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

013082017` \*\*Image available\*\*

WPI Acc No: 2000-253889/200022

XRPX Acc No: N01-320850

**Customer support search engine system for use with web server ,  
searches product model database and device database , to output  
corresponding data relative to selection of customer support item  
through keyboard by user**

Patent Assignee: SAMSUNG ELECTRONICS CO LTD (SMSU )

Inventor: LEE G D; LEE K

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 99020937	A	19990325	KR 9744414	A	19970830	200022 B
US 6240420	B1	20010529	US 98144416	A	19980831	200147

Priority Applications (No Type Date): KR 9744414 A 19970830

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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KR 99020937	A			G06F-017/30	
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US 6240420	B1	12		G06F-017/30	
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**Customer support search engine system for use with web server ,  
searches product model database and device database , to output  
corresponding data relative to selection of customer support item  
through keyboard by user**

...Abstract (Basic): NOVELTY - The **product model database** stores information about models for computer purchased by **customer** and device database stores information about devices constituting **product** models. An user interface displays preset **customer support items** in a menu **form** and a search engine searches **product model database** and device **database** , and outputs corresponding data, based on input data from user through user interface...

...USE - For effecting customer service on computer of customer through **internet** .  
...

...can be effectively utilized in the customer support system which provides customer wanted information through **internet** .  
...

...NOVELTY - The **product model database** stores information about models for computer purchased by **customer** and device database stores information about devices constituting **product** models. An user interface displays preset **customer support items** in a menu **form** and a search engine searches **product model database** and device **database** , and outputs corresponding data, based on input data from user through user interface...

...USE - For effecting customer service on computer of customer through **internet** .  
...

...can be effectively utilized in the customer support system which provides customer wanted information through **internet** .

...Title Terms: **WEB** ;

**13/3,K/45** (Item 45 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2002 Thomson Derwent. All rts. reserv.

012851821 \*\*Image available\*\*  
WPI Acc No: 2000-023653/200002  
XRPX Acc No: N00-017553

**Advertisement displaying method on web browser of computer**

Patent Assignee: IWEB LTD (IWEB-N)  
Inventor: GIRMONSKY A; SAMBOURSKY J  
Number of Countries: 086 Number of Patents: 002  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9957660	A1	19991111	WO 99IL237	A	19990506	200002 B
AU 9937266	A	19991123	AU 9937266	A	19990506	200016

Priority Applications (No Type Date): US 98205729 A 19981204; US 9884397 P 19980506

**Patent Details:**

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 9957660	A1	E	42	G06F-017/31	
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Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN  
CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK  
SL TJ TM TR TT UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW

AU 9937266	A				Based on patent WO 9957660
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**Advertisement displaying method on web browser of computer**

**Abstract (Basic):**

... The advertisement and **web page** are sent respectively by added content **server** and **web server** (14) to **client** for being displayed on **web browser** (12) of the client. The advertisement and the **web page** are displayed on **web browser** of the client, **web** display of advertisement is controlled according to user characteristic such that the advertisement is displayed substantially before the display of **web page**.

... A request for **web page** from the **client** is received by the **web server**. The advertisement is selected according to user characteristic by added content server, such that the **advertisement** is **targeted** to the client. The user characteristic is selected from the group of demographic information and geographic information about the user. The **advertisement** information is of **customer** support, news, entertainment and instruction in **form** of audio sample, graphic image, text message, software object and video clip. INDEPENDENT CLAIMS are...

...a) system for delivering content to **web browser** of computer...

...b) method for transparently installing client module on **web browser** of computer...

...For displaying advertisement on **web browser** of computer...

...The method is capable of injecting specific, tailored content to the user through the **web browser** in controlled manner according to at least one characteristic of user, thus controlling the...

... **Web** browser (12...

... **Web** server (14

...Title Terms: **WEB** ;

**13/3,K/46 (Item 46 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

012642792 \*\*Image available\*\*

WPI Acc No: 1999-448897/199938

XRPX Acc No: N99-335383

**Direct mail dispatch technique for point of sales system - involves transmitting direct mail containing customer information to mail server on internet communication network**

Patent Assignee: TOKYO ELECTRIC CO LTD (TODK )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 11184926	A	19990709	JP 97350496	A	19971219	199938 B

Priority Applications (No Type Date): JP 97350496 A 19971219

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 11184926	A		7	G06F-017/60	

... **involves transmitting direct mail containing customer information to mail server on internet communication network**

...Abstract (Basic): NOVELTY - An electronic mail edit unit edits direct mail in the **form** of electronic mail. A setting unit establishes customer information corresponding to search conditions, from customer file. A dispatch unit transmits direct mail containing **customer information to mail server on internet communication network** .  
DETAILED DESCRIPTION - A registration process unit performs goods selling registration process of input **goods** data. A **customer** information file stores **customer** information containing electronic mail address for every customer. A direct mail file stores several direct mails in the **form** of electronic information. A setting unit sets up search condition corresponding to stored direct mail...

...Title Terms: **NETWORK**

**13/3,K/47 (Item 47 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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011167239 \*\*Image available\*\*

WPI Acc No: 1997-145164/199713

XRPX Acc No: N97-120185

**Protecting database against deduction of confidential attribute - partitioning database into public and private attributes containing attribute values, and processing values to reduce high correlation between public and private values**

Patent Assignee: BELL COMMUNICATIONS RES INC (BELL-N); TELCORDIA

TECHNOLOGIES INC (TELC-N)

Inventor: GIFFORD W S; GRIFFETH N D; KATZ J E; GIFFORD W

Number of Countries: 023 Number of Patents: 010

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
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# Search Report from Ginger D. Roberts

WO 9642059	A1	19961227	WO 96US9703	A	19960610	199713	B
AU 9661063	A	19970109	AU 9661063	A	19960610	199717	
US 5614927	A	19970325	US 95372759	A	19950113	199718	
			US 95490001	A	19950612		
EP 834142	A1	19980408	EP 96918385	A	19960610	199818	
			WO 96US9703	A	19960610		
NZ 310293	A	19980728	NZ 310293	A	19960610	199836	
			WO 96US9703	A	19960610		
AU 697133	B	19980924	AU 9661063	A	19960610	199850	
MX 9710080	A1	19980301	MX 9710080	A	19971211	200002	
JP 2000513463	W	20001010	WO 96US9703	A	19960610	200053	
			JP 97503202	A	19960610		
CA 2224457	C	20010515	CA 2224457	A	19960610	200131	
			WO 96US9703	A	19960610		
JP 3270483	B2	20020402	WO 96US9703	A	19960610	200225	
			JP 97503202	A	19960610		

Priority Applications (No Type Date): US 95490001 A 19950612; US 95372759 A 19950113

## Patent Details:

Patent No	Kind	Lang	Pg	Main IPC	Filing Notes
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WO 9642059	A1	E	38	G06F-017/30	
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Designated States (National): AU CA JP MX NZ

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE

AU 9661063	A			G06F-017/30	Based on patent WO 9642059
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US 5614927	A		15	G06F-017/30	CIP of application US 95372759
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EP 834142	A1	E		G06F-017/30	Based on patent WO 9642059
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Designated States (Regional): DE FR GB SE

NZ 310293	A			G06F-017/30	Based on patent WO 9642059
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AU 697133	B			G06F-017/30	Previous Publ. patent AU 9661063
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Based on patent WO 9642059

MX 9710080	A1			G06F-017/30	
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JP 2000513463	W		49	G06F-017/30	Based on patent WO 9642059
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CA 2224457	C	E		G06F-017/30	Based on patent WO 9642059
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JP 3270483	B2		16	G06F-017/30	Previous Publ. patent JP 200013463
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Based on patent WO 9642059

...Abstract (Basic): USE - Maintaining confidentiality of certain information in **database** containing demographic information regarding **customers** of communication **network** .

...

...ADVANTAGE - Enables **advertisers** to **target** specific **customers** , whose demographics meet **advertiser** specified **profile** , for advertising via communications **network** , and ensures that private information of **customers** cannot be deduced by **advertisers** beyond controllable level of uncertainty, so that advertiser cannot deduce specific confidential information belonging to

13/3,K/48 (Item 48 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2002 Thomson Derwent. All rts. reserv.

010777367 \*\*Image available\*\*

WPI Acc No: 1996-274320/199628

XRPX Acc No: N96-230712

Client server **system for teleshopping applications** - includes server **processing** client **requests** and **providing multimedia responses** according to client **needs** from server **through communication** network

Patent Assignee: HITACHI LTD (HITA )

Search Report from Ginger D. Roberts

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 8115367	A	19960507	JP 94249078	A	19941014	199628 B

Priority Applications (No Type Date): JP 94249078 A 19941014

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 8115367	A	17	G06F-017/60	

Client server **system for teleshopping applications...**

**...includes server processing client requests and providing multimedia responses according to client needs from server through communication network**

**...Abstract (Basic):** The system consists of clients and server (101,201) connected on B-ISDN communication **network** (901). The server provides multimedia information as per clients needs, the client being the customer...

**...The customer** requests including the type of **items** involved are logged and recorded on a time scale. The recorded data is classified for...

**...ADVANTAGE - Analysis customer trends. Monitors advertisement effectiveness. Enables questionnaire analysis. Correlates orders received with customer behaviour. Controls inventory. Facilitates production scheduling...**

**...Title Terms: NETWORK**

**13/3,K/49 (Item 49 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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010189814 \*\*Image available\*\*

WPI Acc No: 1995-091068/199512

XRPX Acc No: N95-071981

**Transmitting item data file on demand for use at remote location - enabling remote retrieval and reproduction of previously recorded programme material onto selected medium, e.g. compact disk or cassette tape**

Patent Assignee: DIGITAL ON-DEMAND INC (DIGI-N); BV TECHNOLOGY INC (BVTE-N); ALLEN R (ALLE-I); NEWLEAF ENTERTAINMENT CORP (NEWL-N)

Inventor: ALLEN R

Number of Countries: 021 Number of Patents: 010

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9505050	A1	19950216	WO 94US8798	A	19940802	199512 B
AU 9475199	A	19950228	AU 9475199	A	19940802	199524
US 5418713	A	19950523	US 93102413	A	19930805	199526
EP 716795	A1	19960619	EP 94925180	A	19940802	199629
			WO 94US8798	A	19940802	
EP 716795	A4	19960911	EP 94925180	A		199702
US 5794217	A	19980811	US 93102413	A	19930805	199839
			US 95394026	A	19950228	
			US 96582050	A	19960102	
			US 96758944	A	19961203	
AU 714334	B	19991223	AU 9475199	A	19940802	200011
EP 716795	B1	20020123	EP 94925180	A	19940802	200207
			WO 94US8798	A	19940802	

Search Report from Ginger D. Roberts

DE 69429725	E	20020314	DE 629725	A	19940802	200226
			EP 94925180	A	19940802	
			WO 94US8798	A	19940802	
ES 2171460	T3	20020916	EP 94925180	A	19940802	200270

Priority Applications (No Type Date): US 93102413 A 19930805; US 95394026 A 19950228; US 96582050 A 19960102; US 96758944 A 19961203

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9505050	A1		44	H04N-005/76	
Designated States (National): AU CA CN JP					
Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE					
AU 9475199	A			H04N-005/76	Based on patent WO 9505050
US 5418713	A		17	G06F-153/00	
EP 716795	A1	E	44	H04N-005/76	Based on patent WO 9505050
Designated States (Regional): BE DE DK ES FR GB IE IT NL SE					
EP 716795	A4			H04N-005/76	
US 5794217	A			G06F-019/00	Div ex application US 93102413 Cont of application US 95394026 Cont of application US 96582050 Div ex patent US 5418713
AU 714334	B			H04N-005/76	Previous Publ. patent AU 9475199 Based on patent WO 9505050
EP 716795	B1	E		H04N-005/76	Based on patent WO 9505050
Designated States (Regional): BE DE DK ES FR GB IE IT NL SE					
DE 69429725	E			H04N-005/76	Based on patent EP 716795 Based on patent WO 9505050
ES 2171460	T3			H04N-005/76	Based on patent EP 716795

...Abstract (Basic): to resampling appts. for compression to storage (60), via a central host server (20), communications **network** (50) and remote server (70)...

...recording. Debit and credit accounting data may be fed back from remote locations, and potential **customers** may preview a **data - base** of item titles for possible purchase, using **customer profile data - bases**.

...Abstract (Equivalent): file on receipt of a data request command. The command is transmitted over a communications **network** (50) coupled to the central host server...

...A remote server (77) coupled to the communications **network** receives the item data file. The remote server produces a corresponding bit stream data representation...

13/3,K/50 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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07294996 \*\*Image available\*\*  
CYBER SHOPPING SYSTEM

PUB. NO.: 2002-163471 [JP 2002163471 A]  
PUBLISHED: June 07, 2002 (20020607)  
INVENTOR(s): NATSUME MITSUNORI  
HASEGAWA HIROYUKI  
APPLICANT(s): HOTPOT KK  
APPL. NO.: 2000-360835 [JP 2000360835]  
FILED: November 28, 2000 (20001128)

ABSTRACT

... cyber shopping system consists of a shopping mall 10, an intermediating server 20 operating a **Web page** with the owner of the mall 10 and a member registered to the server 20. When the server 20 receives a request for **advertisement**, a **questionnaire** or other **advertisement** to **customers**, the **server** 20 E-mails **advertisement** corresponding to the request to the terminal 40 of the member, newly forms the number...

... the member, the number of the points obtained by the member who has ordered the **merchandise** is confirmed from the **server** 20 to prepare a payment bill while considering the number of the obtained points.

COPYRIGHT...

13/3,K/51 (Item 2 from file: 347)

DIALOG(R)File 347:JAPIO

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07281707 \*\*Image available\*\*

ORDER RECEIVING METHOD AND ORDER RECEIVING SYSTEM

PUB. NO.: 2002-150173 [JP 2002150173 A]

PUBLISHED: May 24, 2002 (20020524)

INVENTOR(s): SUZUKI MASARU

APPLICANT(s): MASTER FOODS KK

APPL. NO.: 2000-344090 [JP 2000344090]

FILED: November 10, 2000 (20001110)

ABSTRACT

...order for imported products.

SOLUTION: Import information for every import container unit is provided for **customers**, and the order for the imported **products** is received for every import container unit. The import information for every import container unit is provided for a **customer** information apparatus **form** a **server** on a **network** such as the **Internet**. An import container loaded onto a ship and an aircraft is set as a minimum...

...ordering the products, the import informalities classified and presented with every minimum unit, and the **products** deliverable to the **customers** are all **products** in the import container.

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13/3,K/52 (Item 3 from file: 347)

DIALOG(R)File 347:JAPIO

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07223793 \*\*Image available\*\*

INTRA-BUILDING GUIDANCE SYSTEM, SERVER AND RECORDING MEDIUM

PUB. NO.: 2002-092233 [JP 2002092233 A]

PUBLISHED: March 29, 2002 (20020329)

INVENTOR(s): YAMAMURA NAOKI

TORII YUTAKA

YOSHIDA KOJI

KIDO KEISUKE

WATANABE KOHEI

OSADA YOSHIHIRO

APPLICANT(s): DAINIPPON PRINTING CO LTD



APPL. NO.: 2000-280591 [JP 2000280591]  
FILED: September 14, 2000 (20000914)

ABSTRACT

... medium for more easily understandably reporting the guidance and explanation of facilities, display objects and **merchandise**, etc., inside a building to **customers** by characters, voice and moving pictures and performing merchandise purchase, campaign subscription, **questionnaire** replies and data request, etc., in real time further.

SOLUTION: Radio communication equipment 5 connected with this server 29 through a **network** 9 is installed at places where the guidance is required such as the reception 3a...

... transmitted to a portable terminal 7 with a radio connection function carried by an approaching **customer**. Also, the **server** 29 receives **customer** information and response information through the radio communication equipment 5 and performs credit line setting...

13/3,K/53 (Item 4 from file: 347)

DIALOG(R)File 347:JAPIO

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07146730 \*\*Image available\*\*

SYSTEM FOR COLLECTING CUSTOMER INFORMATION

PUB. NO.: 2002-015109 [JP 2002015109 A]

PUBLISHED: January 18, 2002 (20020118)

INVENTOR(s): TOGASHI SHIGERU

APPLICANT(s): SANYO ELECTRIC CO LTD

APPL. NO.: 2000-195699 [JP 2000195699]

FILED: June 29, 2000 (20000629)

ABSTRACT

PROBLEM TO BE SOLVED: To increase a collection rate of answers to **questionnaires** about a sold product and also to process collected data without taking labor and time.

SOLUTION: A maker 1 packs a **questionnaire** guide carrying the address of a homepage having the questions picture of the **questionnaire** and ships the **product** 2. A **customer** A who buys the **product** 2 of the maker accesses the homepage of the maker 1 through the **Internet** 11 by using a computer 10, opens the questions picture of the **questionnaire** about the purchased **product** and inputs their answers. The **server** 5 of the maker receives the inputted answers and automatically performs accumulation processing. After finishing inputting the answers on the questions picture of the **questionnaire**, the questions picture is shifted to a picture about presents in reward for **questionnaire** answers.

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13/3,K/54 (Item 5 from file: 347)

DIALOG(R)File 347:JAPIO

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07129522 \*\*Image available\*\*

METHOD AND SYSTEM FOR CUSTOMER AWARENESS RESEARCH AND STORAGE MEDIUM STORING PROGRAM

PUB. NO.: 2001-357192 [JP 2001357192 A]

PUBLISHED: December 26, 2001 (20011226)

INVENTOR(s): OTAWA MOTOMU  
AZUMA HIROSHI  
APPLICANT(s): TOSHIBA CORP  
APPL. NO.: 2000-176162 [JP 2000176162]  
FILED: June 12, 2000 (20000612)

ABSTRACT

... To conduct efficient mass-research by merging and using off-line media for information transmission, **on - line** media, and broadcasting media.

SOLUTION: A **server** system 1A of a **customer** awareness research system is equipped with a function F3 of generating **questionnaire** items according to **questionnaire** result information in a totalization result database 22A6, functions F5 and F6 of distributing the generated information to a customer 3 through **Network4**, totalizing answer information sent back from the customer 3 in response to the distributed **questionnaire** information, and generating contents including the **questionnaire** items according to it, and functions F7 and F8 of analyzing the answer information corresponding to the **questionnaire** items of the distributed contents from the **customer** 3 according to property information of the customer 3 stored in a customer DB22A3 when...

13/3,K/55 (Item 6 from file: 347)  
DIALOG(R)File 347:JAPIO  
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07123291 \*\*Image available\*\*  
SYSTEM FOR COLLECTING AND MEDIATING INFORMATION DESIRED BY CUSTOMER

PUB. NO.: 2001-350959 [JP 2001350959 A]  
PUBLISHED: December 21, 2001 (20011221)  
INVENTOR(s): SHIMADA MITSUNOBU  
APPLICANT(s): SHIMADA MITSUNOBU  
APPL. NO.: 2000-173051 [JP 2000173051]  
FILED: June 09, 2000 (20000609)

ABSTRACT

... distribution with a company desired by a general customer in the business world of a **form** that sells a merchandise combination itself rather than a single merchandise especially according to the characteristic and taste of a customer in the desired information about the purchase of **merchandise**, etc., the general **customer** has.

SOLUTION: A desired **merchandise** combining means 6 utilizes a homepage, etc., of the **Internet**, combines desired **merchandise** from an unspecified majority of customer terminals 1 by using a **merchandise** information **database** 10, and registers combination results in **merchandise** combination storage **database** 11 and a storing person information **database** 12 by using a desired **merchandise** combination registering means 7. A person wanting to browse an actual object registering means 9...

13/3,K/56 (Item 7 from file: 347)  
DIALOG(R)File 347:JAPIO  
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07110445 \*\*Image available\*\*  
METHOD AND DEVICE FOR PROVIDING INFORMATION

PUB. NO.: 2001-338112 [JP 2001338112 A]  
PUBLISHED: December 07, 2001 (20011207)

INVENTOR(s): UEDA MAROKA  
SUGIZAKI MASAKI  
ICHIMURA MINORU  
ITO TSUKASA  
MIURA HIDEKI  
APPLICANT(s): SEIKO EPSON CORP  
APPL. NO.: 2000-155495 [JP 2000155495]  
FILED: May 25, 2000 (20000525)

ABSTRACT

PROBLEM TO BE SOLVED: To collect information for recognizing **customer** 's interest in a specific **product** or service and to efficiently provide information concerned with the **product** or service to a **customer** on the basis of the collected information.

SOLUTION: A **questionnaire** processing part 7 has a **www questionnaire** 7a allowed to be accessed and answered through a **network** 2. A data base management part 5 and a mail processing part 6 transmit electronic(E) mail requesting cooperation in answering the **www questionnaire** 7a to a customer requiring the provision of information through E mail out of **customer** data registered in a data **base** 8. Information concerned with a **product** or service matching **customer** 's interest is provided though the **network** 2 in accordance with the result of the **questionnaire** 7a. When the customer further reacts the information provision, the data base management part 5...

...mail informing the customer of the opening of a fair or an event of the **product** or service in which the **customer** is interested.

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13/3,K/57 (Item 8 from file: 347)  
DIALOG(R)File 347:JAPIO  
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06939628 \*\*Image available\*\*  
INTERACTIVE TYPE PRODUCT ADAPTATION INFERENCE METHOD AND RECORDING MEDIUM  
RECORDING PRODUCT ADAPTATION INFERENCE PROGRAM

PUB. NO.: 2001-167177 [JP 2001167177 A]  
PUBLISHED: June 22, 2001 (20010622)  
INVENTOR(s): MIYAZAKI YU  
YAMAMOTO SHUICHIRO  
APPLICANT(s): NIPPON TELEGR & TELEPH CORP (NTT)  
APPL. NO.: 11-350118 [JP 99350118]  
FILED: December 09, 1999 (19991209)

ABSTRACT

PROBLEM TO BE SOLVED: To infer an appropriate **customer** and to provide a **product** provider with the information in a system for dealing products through a **WWW server** on the **Internet** .

SOLUTION: **Product** relating information expressed by a directory **form** and a product matrix for indicating the presence/absence of relation among all the products...

...degree of the respective elements of the product set and product information referred to on **WWW** by respective customers is obtained and values for which the number of times of reference is multiplied with the similarity degree are all added relating to each **product** information and obtained as adaptation. The **customers** are arranged in the order of the adaptation and displayed on an information provider picture...

13/3,K/58 (Item 9 from file: 347)

DIALOG(R)File 347:JAPIO

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06729397 \*\*Image available\*\*

SYSTEM FOR RECEIVING MERCHANDISE ORDER, RECOVERING COST AND DISTRIBUTING  
MERCHANDISE DISPATCH INFORMATION

PUB. NO.: 2000-315239 [JP 2000315239 A]

PUBLISHED: November 14, 2000 (20001114)

INVENTOR(s): MIYAYAMA NAOYUKI

APPLICANT(s): MIYAYAMA NAOYUKI

APPL. NO.: 11-124471 [JP 99124471]

FILED: April 30, 1999 (19990430)

ABSTRACT

PROBLEM TO BE SOLVED: To issue a bill for **merchandise** order from a **customer** , to erase a charged amount and to simultaneously dispatch merchandise when a cost is paid...

... 8 to collect information about the customer when the electronic data is received from the **customer** by the **Internet** 4, a **database** managing part 12 to store **customer** information converted into text data in a data base in a specified **form** , a bill output part 21 to print the bill together with bar codes to judge...

?

Search Report from Ginger D. Roberts

?show files;ds

File 348:EUROPEAN PATENTS 1978-2002/Oct W04

(c) 2002 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20021107,UT=20021031

(c) 2002 WIPO/Univentio

Set	Items	Description
S1	21570	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (PRODUCT OR PRODUCTS OR GOODS OR MERCHANDISE OR ITEM? ?)
S2	3510	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (AD OR ADS OR ADVERTIS?)
S3	5615	(STORED OR SAVED OR PREEXIST? OR PRE()EXIST? OR DATABASE OR DATA()BASE OR DATABANK OR DATA()BANK OR "ON()FILE" OR ARCHIV-?) (5N) (PROFILE OR PROFILES OR QUESTIONNAIRE? ? OR QUESTION()NAIRE? ? OR SURVEY? ?)
S4	1103748	PROFILE? ? OR QUESTIONNAIRE? OR QUESTION()NAIRE? OR SURVEY? ? OR FORM
S5	18743	(CUSTOMER? ? OR SHOPPER? ? OR SURFER? ? OR BUYER? ? OR CLIENT OR PRODUCT OR CATALOG OR MERCHANDISE) (5N) (DATABASE? OR DATA()BASE? OR DATA()BANK OR DATABANK? OR SERVER? OR ARCHIVE?)
S6	261156	NETWORK? OR INTERNET? OR ONLINE OR ON()LINE OR CYBERSCAPE - OR WEB OR WEBSITE? OR WEB()SITE? OR WEBPAGE? OR WEB()PAGE? OR WWW OR (ELECTRONIC OR E) ()COMMERCE
S7	791	S1 AND S3 AND S5 AND S6
S8	507	S2 AND S3 AND S5
S9	182	S8 NOT S7
S10	21964	(S1 OR S2) AND S4
S11	11116	S6 AND S10
S12	4244	S5 AND S11
S13	3271	S12 NOT (S7:S9)
S14	79	S1(S)S3(S)S5(S)S6
S15	63	S2(S)S3(S)S5
S16	64	S14 AND IC=G06F

?t14/3,k/all

14/3,K/1 (Item 1 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01322599

**Method and system for automatically displaying an image and a product in a page based on contextual interaction and metadata**

**Auf kontextueller Interaktion und Metadata basierendes Verfahren und System zum automatischen Anzeigen eines Bildes und eines Produkts auf einer Seite**

**Methode et systeme pour afficher automatiquement une image et un produit dans une page, en se basant sur une interaction contextuelle et des meta-donnees**

PATENT ASSIGNEE:

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LEGAL REPRESENTATIVE:

Wiklund, Erik et al (24531), AWAPATENT AB, Box 5117, 200 71 Malmo, (SE)

PATENT (CC, No, Kind, Date): EP 1130525 A2 010905 (Basic)

APPLICATION (CC, No, Date): EP 2000850151 000922;

November 12, 2002 1 10:20

14/3,K/4 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00918427 \*\*Image available\*\*

**A CUSTOMER LOYALTY DEVELOPMENT, MANAGEMENT AND REWARD PLATFORM SYSTEM  
SYSTEME DE PLATE-FORME DE DEVELOPPEMENT, DE GESTION ET DE RECOMPENSE DE  
FIDELITE DE CLIENT**

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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PETTIT Kevin, 8 Shelbourne Road, Dublin 4, IE, IE (Residence), IE  
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Legal Representative:

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IE,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200252462 A1 20020704 (WO 0252462)

Application: WO 2001IE162 20011221 (PCT/WO IE0100162)

Priority Application: IE 20001075 20001222

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY  
BZ CA CH CN CO CR CU CZ CZ (utility model) DE DE (utility model) DK DK  
(utility model) DM DZ EC EE EE (utility model) ES FI FI (utility model)  
GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV  
MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD SE SG SI SK SK (utility  
model) SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8734

Fulltext Availability:

Detailed Description

Detailed Description

... interaction between a database associated with a specific  
individual's mobile telephone with known retail **database** associated  
with  
**customers** shopping **profiles** and allocated rewards it is possible to  
more  
directly manage the **targeting** of specific **products** ranges and the  
**customer** is afforded the opportunity to visually and interactively  
assess the digital reward  
units that they...

...use these rewards as they see fit in a  
variety of accounts accessible through their **internet** accessible mobile  
device.

Figure 2 is an outline of a TARP/AIP client server processing...

14/3,K/5 (Item 4 from file: 349)

...storing a combination of computer program instructions and data. I/O adapter 304 includes a **network** interface that may be any suitable means for controlling communication signals between **network** devices using a desired set of communications protocols, services and operating procedures. As mentioned previously...

...1/0 adapter 304 utilizes the 'Transport Control Protocol (TCP) of layer 4 and the **Internet** Protocol (EP) of layer 3 (often referred to as "TCP/IP"). 1/0 adapter 304...other users or their orders. A broker typically communicates with the trading pit over a **network**. The role of the broker computers is similar to that of stockbrokers, serving as intermediaries...

...contain information about buyers, sellers, brokers, permissions and priorities of each user user preference profiles, **network** information, etc. The trading pit also maintains lists of pending buy and sell orders 420...

14/3,K/6 (Item 5 from file: 349)  
DIALOG(R) File 349:PCT FULLTEXT  
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00909764

**METHOD AND SYSTEM FOR DELIVERING TARGETED SURVEYS AND OFFERS TO THE HOME USING INTERNET DEVICES**

**PROCEDE ET SYSTEME D'ENVOI D'ENQUETES ET D'OFFRES CIBLEES A DOMICILE A L'AIDE DE DISPOSITIFS INTERNET**

Patent Applicant/Assignee:

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Legal Representative:

NEIFELD Richard A (agent), Oblon, Spivak, McClelland, Maier, & Neustadt,  
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Arlington, VA 22202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200242927 A2 20020530 (WO 0242927)

Application: WO 2001US6396 20010301 (PCT/WO US0106396)

Priority Application: US 2000721625 20001127

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9112

Fulltext Availability:

Claims

Claim

... consumer would like the targeted offer delivered, wherein the location includes a shopper card, an **Internet** device, and a **web page**. . The system of claim 12, wherein the means for determining the targeted **survey** comprises:

means for searching a **database** to find a **product** record corresponding to the **product** identifier; and  
means for retrieving the **targeted** survey from the **product** record.  
16 The system of claim 12, wherein the means for determining the targeted survey...

14/3,K/7 (Item 6 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00893455 \*\*Image available\*\*

**E-COMMERCE SALES SUPPORT SYSTEM USING A VENDOR-SPECIFIC PRODUCT DECISION QUESTIONNAIRE**

**SYSTEME DE SOUTIEN POUR VENTES ELECTRONIQUES AVEC QUESTIONNAIRE PERMETTANT D'ORIENTER LA DECISION EN FONCTION DES PRODUITS SPECIFIQUES AU VENDEUR**

Patent Applicant/Assignee:

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Legal Representative:

STACY Wayne O (et al) (agent), Cooley Godward LLP, Attn: Patent Group,  
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20190-5601, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200227601 A2 20020404 (WO 0227601)

Application: WO 2001US29786 20010925 (PCT/WO US0129786)

Priority Application: US 2000669251 20000925

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 10137

Fulltext Availability:

Detailed Description

Detailed Description

... including mapping tables 210 for dynamically mapping or matching the number and content of the **Web pages** 220 of the **questionnaire** with a **product database** table 204 corresponding to the **product database** 188. Each **e - commerce** vendor 180 or **Web site** is associated with one or more mapping tables 210. A customer service representative 150 can push a questionnaire comprising a series of **Web pages** 220 that query the shopper for customer criteria (e.g., a set of user-input...sales support session is ended at 342 and the shopper returned to the vendor's **Web site** . If yes, an automated product decision process is initiated at 334 including determining the product...

...to the product decision tool 128. The tool 128 then selects and retrieves the appropriate **questionnaire** , mapping table 210, and **product database** table 204. A walk-through process (as discussed in detail previously) is completed using the mapping table 210 and the **product database** table 204 and the results mapped to the questionnaire



to select the number and content of the **Web pages** of the questionnaire. The questionnaire is pushed to the shopper who then inputs their customer criteria. The **customer** criteria are gathered by the **product** decision tool 128 and used to query the **product database** 188 producing a matching **product** list or result list. This list is then displayed to the shopper. At 338, the shopper can request live support prior to selecting or purchasing a **product** to initiate at 350 a live **customer** sales session, or they can end the session at 342.

If the shopper is determined...

14/3,K/8 (Item 7 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00884011 \*\*Image available\*\*

**SECURE DELIVERY SYSTEM**

**SYSTEME DE LIVRAISON SECURISE**

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

BUTLER Charles Alexei, Perneroova 35, 18600 Praha 8, CZ, CZ (Residence), GB (Nationality), (Designated only for: US)

Legal Representative:

GEARY Stuart Lloyd (agent), Venner, Shipley & Co., 20 Little Britain, London EC1A 7DH, GB,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200217246 A2-A3 20020228 (WO 0217246)

Application: WO 2001GB2678 20010618 (PCT/WO GB0102678)

Priority Application: US 2000644262 20000823

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 13060

Fulltext Availability:

Detailed Description

Detailed Description

... the user has entered a valid username and password pair, a CGI process at the **customer** processor **web server** 1501 queries a vendors database in the RDBMS 1502 to obtain a list of **customer** profile data **items** which are mandatory and preferred for transactions (step s 1 0 1 1). Mandatory **items** include **customer** name and billing address and payment card details. Preferred **items** might include the **customer**'s email address and age. The **customer**'s data for these items are then obtained from the **customer profile database** (s1012). This information is then used to generate a **web page** in which it is displayed and which is sent to the customer's browser (step...

14/3,K/9 (Item 8 from file: 349)

00870046     \*\*Image available\*\*

**SYSTEM AND METHOD FOR WEB-BASED ELECTRONIC BUYING SYSTEM**

**SYSTEME ET PROCEDE CONCUS POUR UN SYSTEME D'ACHAT ELECTRONIQUE FAISANT APPEL AU WEB**

Patent Applicant/Assignee:

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, US (Residence), US (Nationality)

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BARBERIO Stephen J, 3025 White Pine Drive, Gibsonia, PA 15044, US,

Legal Representative:

TABACHNICK Gene A (et al) (agent), Reed Smith LLP, P.O. Box 488,  
Pittsburgh, PA 15230-0488, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200203164 A2-A3 20020110 (WO 0203164)

Application: WO 2001US20631 20010628 (PCT/WO US0120631)

Priority Application: US 2000608924 20000703; US 2000677349 20001002

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 15332

Fulltext Availability:

Claims

Claim

... having an associated

customer profile; and

means for creating an order line using real-time **product** information,  
from a supplier **database** remote from the **customer profiles**,  
responsive to said **product** query using said **customer** profile.

6 The buying system of claim 5, wherein said real-time product  
information includes...

**14/3,K/11     (Item 10 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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00868209

**SYSTEM AND METHOD FOR BUILDING MODULAR E-COMMERCE ENGINES, PROCESSING  
ELECTRONIC COMMERCE TRANSACTIONS OFFLINE, AND DESIGNING ELECTRONIC  
STOREFRONTS**

**SYSTEME ET PROCEDE DE CONSTRUCTION DE MOTEURS MODULAIRES DE COMMERCE  
ELECTRONIQUE, DE TRAITEMENT DE TRANSACTIONS DE COMMERCE ELECTRONIQUE  
HORS CONNEXION ET DE CONCEPTION DE VITRINES ELECTRONIQUES**

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Search Report from Ginger D. Roberts

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200201398 A2 20020103 (WO 0201398)

Application: WO 2001US4973 20010216 (PCT/WO US0104973)

Priority Application: US 2000214793 20000628

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 11692

Fulltext Availability:

Detailed Description

Detailed Description

... provides for 24-hour/day customer support, including dedicated toll  
free support lines, account specific **customer** service representatives,  
**product** education/training models, **product** specific return policies,  
**on - line** and telephony order capability, in addition to customer order  
history and "real-time" tracking. The...

...costs, improved site sales 1 0 performance and reduced time to market.  
The invention's **on - line** marketing includes "data mining" systems and  
functionality, direct marketing tools/services, media buying/site  
marketing, marketing strategization. In particular the data mining  
includes a membership **database**, **shopper** view/buy history **profiles**  
and log files. The system's data mining enhances customer relations,  
increases repeat sales/revenues...

...to share customer data mine-generated information. The invention's  
e-Storefront management tools include **product** and sales management, ad  
**server**, which gives the **client** the ability to run customized ads on  
their site through the CSI? **web** interface via a, pretemplated  
design-each location is assigned a tag and reference. (Client posts...

14/3,K/12 (Item 11 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00862509

INTERACTIVE BUSINESS MATCHING AND PROMOTION

ETABLISSEMENT DE CORRESPONDANCES POUR DES TRANSACTIONS COMMERCIALES

INTERACTIVES ET PROMOTION DE CELLES-CI

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

WALPERT Gary A (agent), Hale and Dorr LLP, 60 State Street, Boston, MA  
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Search Report from Ginger D. Roberts

Patent and Priority Information (Country, Number, Date):

Patent: WO 200195224 A1 20011213 (WO 0195224)

Application: WO 2001US18646 20010611 (PCT/WO US0118646)

Priority Application: US 2000210398 20000609; US 2000708694 20001107

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6029

Fulltext Availability:

Detailed Description

Detailed Description

... can simply click on a particular product under the "Item" column of the "View Activity" **web page**, as shown in Fig. 3B. If the customer clicks on a product item, then a "Trade Posting Detail" **web page** is displayed as shown in Fig. 4. The **web page** displays an embodiment of a Trade Posting. Each screen displays one product 400. Each row...

...to a specific industry. However, these fields must reflect the same fields contained in the **Customer Trading Profile database**.

Once the **customer** reviews the Trade Posting for a particular product or service, the system provides several options...

...Company Info" icon 401. Fig. 5 illustrates a screen shot of an implementation of a **web page** displaying the Company Profile. Each company interested in  
12

using the system must provide certain...

...icon 402 (Fig. 4). Fig. 6 illustrates a screen shot of an implementation of a **web page** containing a company contact form. The customer can enter information relevant to the transaction in...customer who has a product or service that he wants to sell can post these **items** onto the Trade Posting **database**. The **customer** simply clicks on the "Create Trade Posting" menu-item 800 and the **web page**, such as that of Fig. 8, is displayed. As discussed above, the fields 801 in the Trade Posting screen will be similar to those in the **Customer Trading Profile database**. The **Customer Trading System** also has the capability of generating reports detailing the activity for each Trade...

...click on the "View Activity" menu item 900. Fig. 9 illustrates an embodiment of a **web page** displaying an "Activity Report". The "Name" field 901 displays the title of the Trade Posting, the "Matches" field 902 represents the number of times a **product** matched a **Customer Trading Alert**, the "Views" field 903 is the number of page views of the Trade...

14/3,K/13 (Item 12 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00852900 \*\*Image available\*\*

**METHOD AND APPARATUS FOR MARKETING WITHIN A COMPLEX PRODUCT SPACE  
PROCEDE ET SYSTEME DE COMMERCIALISATION DOTE D'UN ESPACE DES PRODUITS  
COMPLEXE**

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US)

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200186560 A1 20011115 (WO 0186560)

Application: WO 2001US14989 20010508 (PCT/WO US0114989)

Priority Application: US 2000203518 20000508; US 2000217618 20000711; US  
2001753985 20010102

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 11005

Fulltext Availability:

Detailed Description

Detailed Description

... product offerings may also be customized based on a customer profile  
1318 stored in the **customer's database** 414. A **customer profile**  
comprises information compiled about the customer by tracking the  
customer as the customer uses the merchandising portal **website**.  
Exemplary data sources available to the merchandising portal **website**  
are the demonstrations 1404 given to the **customer**, the **products** in  
the **customer's** recommended system as tracked by their Stock Keeping  
Unit (SKU) number 1406, by the...

...and the zip code of the customer. For example, a first supplier may know  
a **customer** has looked at the supplier's **products** extensively because  
of the number of times the customer has chosen links to the first  
supplier's **products** (as determined by analyzing the **customer's**  
clickstream); however, the **customer** may have only **products** from a  
second supplier in the **customer's** recommended system (as determined by  
analyzing SKU numbers). The first supplier may then decide...

14/3,K/14 (Item 13 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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Filing Language: Korean  
Fulltext Word Count: 5091

Fulltext Availability:  
Detailed Description

Detailed Description

... Telephone Network),  
PSDN(Public Switched Data Network), cable TV network, wireless  
communication network, etc.

The **electronic commerce** server 1 includes a member database 11 for  
storing a marketing information concerning a customer such as a **customer**

name, **internet** address, product delivery address, contact information,  
**customer** 's saved point, an **item database** 12 for storing a plurality  
of item  
baskets including at least more than two items...

...for computing a purchase price discounted based on the discounting  
reference determined based on the **item** lists selected by the **customer**  
and 0 transmitting and receiving a data used for a communication module  
16. The item...

...items as a purchasing unit by which a  
maximum discount effect is obtained when the **customer** buys the  
**products**  
based on a package type. In the case of a baby's item, the item...

...s underwear and is  
formed in accordance with a database processing method based on various  
**database** such as a **survey**, sale performance, etc. so that an item  
which has a top priority in which it...

**14/3,K/17 (Item 16 from file: 349)**  
DIALOG(R)File 349:PCT FULLTEXT  
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00829895 \*\*Image available\*\*

**REMOTE ADVERTISING ORDER/PLACEMENT SYSTEM**  
**SYSTEME DE COMMANDE/DE PLACEMENT D'ANNONCES A DISTANCE**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200163451 A2 20010830 (WO 0163451)

Application: WO 2001US5485 20010221 (PCT/WO US0105485)

Priority Application: US 2000507956 20000222; US 2000558202 20000426

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ  
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Search Report from Ginger D. Roberts

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7797

Fulltext Availability:

Detailed Description

Detailed Description

... code, permitting customer tracking of an order, and automatically transmitting an electronic message to a **customer** advising the **customer** of advertisement **items** or specials.

Communications between the **customer** and the order center and the order I 0 center and the operation center can be over a wide area. **network**, local area **network**, cable television cable **network** or an **Internet** connection, virtual private **network** or any other communication system permitting communication with remote devices.

DESCRIPTION OF THE DRAWINGS

FIG...

**14/3,K/18** (Item 17 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00825050

**OFFER DELIVERY SYSTEM**

**SYSTEME DE DISTRIBUTION D'OFFRES DE VENTE**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200157713 A2 20010809 (WO 0157713)

Application: WO 2001US3785 20010205 (PCT/WO US0103785)

Search Report from Ginger D. Roberts

Priority Application: US 2000180254 20000204  
Parent Application/Grant:  
Related by Continuation to: US 2000180254 20000204 (CIP)  
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ  
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 8289

Fulltext Availability:  
Detailed Description

Detailed Description  
... about particular customers 110.

This information can come from various sources, such as external marketing **databases**, systems for passive monitoring of **customer** access to **Web servers** (click monitoring), and from **customer** -provided information, such as survey forms filled out by **customers** when registering a product. Profiling component 155 provides data to **customer profile database** 150 in a batch mode, for later use by delivery component 125. Profiling component 155...

14/3,K/19 (Item 18 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00818644 \*\*Image available\*\*

**A METHOD OF PRODUCT PROMOTION**  
**PROCEDE DE PROMOTION DE PRODUITS**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200152149 A2 20010719 (WO 0152149)

Application: WO 2001US1089 20010112 (PCT/WO US0101089)

Priority Application: US 2000483487 20000114

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ  
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 16598



Fulltext Availability:  
Detailed Description

Detailed Description

... potentially 1 0 larger audience -by using such a system.

In implementation, a large user **profile database** is generated using a first **product**, a software package which facilitates advertising over the packet-switched **network**. The user **profile database** can then be sold to an advertiser of a second product (or class of **products**) for use in obtaining potential **customers** of the second **product** (e.g., a vehicle) by **targeting** the 1 5 customers according to information provided in the user profile. The use of...

14/3,K/20 (Item 19 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00813246 \*\*Image available\*\*

**A METHOD FOR A GRAPHICAL USER INTERFACE SEARCH FILTER GENERATOR**  
**PROCEDE DE GENERATION D'UN FILTRE DE RECHERCHE D'INTERFACE GRAPHIQUE**  
**UTILISATEUR**

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200146868 A2 20010628 (WO 0146868)

Application: WO 2000US35257 20001222 (PCT/WO US0035257)

Priority Application: US 99469402 19991222; US 99471466 19991222; US  
99470294 19991222; US 99470214 19991222; US 99469401 19991222

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD  
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ  
VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 24826

Fulltext Availability:  
Detailed Description

Detailed Description

... as advice, referral information, personalized content, satisfaction ratings, product ratings and progress reports.

The Supplier **Profile Database** 2850 contains information about the **product** and service providers integrated into the intention. The information contained in this database provides a link between  
72

The **Product** information **Database** 2880 stores all **product** -related information, such as features, availability and pricing. The **Product** Order **Database** 2890 stores all **customer** orders. The interface to this

**database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database 2891** stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

1...Server 3720. The user's preferences and personal information is obtained from an integrator's **customer profile database 3730** and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database 3740** and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database 3750** with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page 3760** and returned to the customer's **Web Browser**.

Summary Agent.

hi accordance with an embodiment of the present invention, a suite of...

**14/3,K/21 (Item 20 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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00807505 \*\*Image available\*\*

**A SYSTEM AND METHOD FOR CONDUCTING A FINANCIAL TRANSACTION**

**SYSTEME ET PROCEDE PERMETTANT DE REALISER UNE TRANSACTION FINANCIERE**

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200141093 A1 20010607 (WO 0141093)

Application: WO 2000IB1779 20001201 (PCT/WO IB0001779)

Priority Application: ZA 997483 19991203; ZA 20001095 20000204

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6466

Fulltext Availability:

Detailed Description

Detailed Description

... also caters for a

customer registration facility. This enables customers who buy frequently

on the **Internet** using the secure payment gateway of the present invention, to register their personal profile with...

...14. Customer registration is accomplished by the customer entering their name and address over the **Internet** and when they "submit" the form, they are presented with a registration applet where they...  
...will enter details of these. The confidential information is thus transferred securely out of the **Internet** band and stored in a unique customer profile in the financial service provider 14 **database** .

Registered **customers** , when paying for **goods** using the secure **Internet** payment gateway7 can then subsequently enter their PIN number when prompted for their credit card...

...are then verified and, if correct, their confidential data is retrieved from - 17 their registered **profile** in the secure **database** and is used to assemble the financial transaction as normal, thus speeding up their payment...

14/3,K/22 (Item 21 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00806384

**NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF**

**GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200139030 A2 20010531 (WO 0139030)

Application: WO 2000US32324 20001122 (PCT/WO US0032324)

Priority Application: US 99444775 19991122; US 99447621 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK  
DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT  
LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR  
TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 171499

Fulltext Availability:

Detailed Description

Detailed Description

... working hours and other pertinent information that will I useful for initiating a call. Default **profiles** based on company or organization needs are also enabled can be tailored to meet the...pathway of WAF content control information handling.

CATALOG CAPABILITIES

Displays linkable pictures and text

147

**Customizes** rendering based on user preferences

Provides multiple ways to traverse the catalog (ease of navigation...

...a display catalog. The display catalog may display linkable pictures, such as visual representations of **products** for sale. The display catalog may also display linkable text which could represent a product...

...customize the format of the display catalog for his or her particular session, or the **customizations** may be saved so that the user's personalized settings are used each time the...to geographic market. Even within a single merchant's inventory, price variations on an individual **product** occur, e.g., an advertised special versus the "regular" price.

To keep pace with competitors...

14/3,K/23 (Item 22 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00806382

**METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE**

**PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHE ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHE**

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Patent and Priority Information (Country, Number, Date):

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Application: WO 2000US32308 20001122 (PCT/WO US0032308)

Priority Application: US 99444773 19991122; US 99444798 19991122

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK

LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK

SL TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

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Fulltext Word Count: 170977

Fulltext Availability:

Detailed Description

Detailed Description

... related to the hybrid network. Thereafter, in step 1606, events are generated based on the **customer** inquiries

71

and the service level agreement.

The Network Data Management 1300 and Customer Interface...

...1802, the system determines customer reports to be generated and, in step 1804, generates the **customer** reports accordingly based on the event received.

72

Figure 19 shows a block diagram of...

14/3,K/24 (Item 23 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00799892 \*\*Image available\*\*

**CUSTOMER DEMAND-INITIATED SYSTEM AND METHOD FOR ON-LINE INFORMATION RETRIEVAL, INTERACTIVE NEGOTIATION, PROCUREMENT, AND EXCHANGE**  
**SYSTEME LANCE SUR DEMANDE DU CLIENT ET PROCEDE POUR LA RECHERCHE D'INFORMATIONS EN LIGNE, LA NEGOTIATION INTERACTIVE, L'ACQUISITION, ET L'ECHANGE**

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Application: WO 2000US30249 20001101 (PCT/WO US0030249)

Priority Application: US 99162932 19991101

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LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

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Detailed Description

Detailed Description

... in the art to communicate with vendors' systems. Protocol requirements are recorded in a vendor **profile database** for future interactions. In the preferred embodiment, system communication favors vendors registered under the Universal...

...to all vendors identified either directly or to a system copy of the vendor's **product database**. If a request is forwarded directly to a vendor, the system establishes a real-time connection to the vendor's database via the **Internet** or a dedicated virtual private **network** (VPN). The vendor's bid then is received (4170), using an interface protocol (4165) consistent with that vendor's **product database**. If the request is referred "internally" to the system's copy of a vendor's ...

...Each request for an item is made either in terms of features desired by

the **customer** in a **product** or service or by a selection of a specific product or service from the selected typology categories. The **network** interface provides suggested features for each item listed in the typology categories; an option...

...customer to input other features not shown on the suggested list. The features that the **customer** indicates as being desired in the **item** are then compared against vendor-defined features maintained in each vendor's data base or...

14/3,K/25 (Item 24 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00794336 \*\*Image available\*\*

**INTEGRATED COMMERCE ENVIRONMENT (ICE) - A METHOD OF INTEGRATING OFFLINE AND ONLINE BUSINESS**

**ENVIRONNEMENT DE COMMERCE INTEGRE (ICE) UN PROCEDE D'INTEGRATION D'ENTREPRISE HORS LIGNE ET EN LIGNE**

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Priority Application: US 99158381 19991012

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LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI

SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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Filing Language: English

Fulltext Word Count: 60287

Fulltext Availability:

Claims

Claim

... com with 356% growth).

3 Summaa of the Invention

ICE is a system that integrates **online** and offline commerce. There are two components that work together syne istically to create maximum...

...and the Shopping Cart Computer (SCC). PUMP (Portal User Magnet Process) essentially provides a marketing **network** that offers benefits to its users. It comprises a computer-based system that functions as...

...in PUMP, such as customers, retail merchants, wholesalers, Fulfillment Houses, vendors, and one or more **Internet** portal companies.

Furthermore, customers and merchants and other users have access to database-derived information...

...chosen as an acronym because the invention serves as a virtual traffic pump to business **web sites**. It comprises a new method for driving **web site** viewers to a designated **web site** (the **Web Store**). Combining the principles of database and permission marketing, it uses customized point-of-sale printouts. By means of dynamic **databases** containing **product**, store, and **customer** profiles, a retail checkout-counter standard printer can provide a print@d promotional message to...

...first step of a communications suite designed to hook the customer into visiting the **Web Store** site to take advantage of the offer of the promotion.

Once the customer is at the **Web Store**, one or more offers which are designed to begin a dialogue with the customer are made available on a **web site** screen. The first time the customer visits the **Web Store** and at least once and/or substantially every time thereafter, he is offered something, whether it is, for example, a free infomercial tape, an email news service, or a **product** or service for sale. The **customer** that accepts the offer is giving the marketer permission to send him something of interest...

...home address, or email address) to the marketer. If the customer repeatedly returns to the **Web Store** over time, a dialogue ensues where the marketer can make offers of products, services...

...each new, approved item. In the process, the marketer can gradually add information to the **customer profile** in a **database** that will help target the **customer** with offers that are relevant to his needs, wants, or interests.

The elements of permission...used to identify and address customer interests, wants, and needs. In this way, rules-based **database** management using **customer profiles** can lead to customized promotional printouts at the point of sale. With customized promotions based...

...the message on the receipt is more likely to attract the customer to visit the **Web Store**.

For example, suppose a consumer that has a newborn baby shops in a particular...

...at the time of registration of the  
91

card. Furthermore, PUMP will know what **products** the **customer** has been buying, how often, and in what sizes. Additionally, PUMP will notice that a...

...has started buying baby food and diapers.

UYI

Therefore, a rule in a PUMP **database**, for example, includes: If a **customer** buys **products** that indicate children in the household, print a certain class of promotions on sales receipts...

...example, is: "WIN a chance for a four-year

COLLEGE EDUCATION for your child! Visit **www** -ourWebStore.com/kids."

The effectiveness of PUMP's use of permission marketing hinges on two...

...point-of-sale printout Will vary in effectiveness in persuading the customer to visit the **Web Store** due in part to the quality of the customer profile, which can range from...Several types of hooks on printouts are designed to get a customer to visit the **Web Store**. Each type should have several versions, which are randomly printed, and which can be...

...a customer identification card (e.g., check cashing, discount, or smart), combined with an existing **customer profile** in the **database**, produces the most focused promotions of all. An example includes customer-specific life event-triggers...

...products being purchased. When products are scanned at a checkout counter, the link with a **database** where **product profiles** are **stored** triggers rules for generating promotions for particular trigger products. Examples include:  
a. Baby or children...

...v.ourWebStore.com/part)@".

C. Pet products trigger: - "Get tips on your pet! Go to **www**.ourWebStore.com/pets"

C. A holiday-triggered printout comprises holiday-specific promotions generated by rules...

...which holiday is approaching. -- "Great Gift Ideas for Every Member of the Family! Go to **www**.ourWebStore-com."

D. A special event-triggered printout is associated with any event, either personal...

...convenience store, pet store, S etc.)

The next step is to design permission suites for **Web** Store visitors. For

example, once a customer visits a **Web** Store promotions-related page, she is led to a dialogue which at least once and...is now a wide range of products and services that PUMP increasingly offers to the **customer**. As the customer's **database profile** becomes enriched over time with more and more details regarding that person's tastes and...

...of that customer. And third, the bricks and mortar business can be promoted on the **Web** Store with promotions to bring the customer back in the door. PUMP will benefit Fulfillment...

...after the initial investment of time and energy necessary to populate the PUMP Fulfillment House **Database** with **product** specifications and information, there is the capability of providing large numbers of customers. This happens because the PUMP process is efficient in attracting **Web** Store viewers. As PUMP progresses through the stages of growth from P1, to PX, to PM, the numbers of **Web** Store customers grows quickly. Furthermore, there is a cross **network** effect in the customer base that is evidenced, for example, when a customer of a pet store visits the **Web** Store of the pet retail business. There he discovers that a sporting goods store in his town also uses PUMP. The **customer** may eventually buy **products** from the sporting goods' **Web** Store, thus benefiting the sport goods Fulfillment House that serves that industry. When the **Web** Store pages are smartly designed -and configured, Fulfillment Houses soon begin to rely on PUMP...

...much of their business. Wholesalers also benefit from enrollment in PUMP service at the SAMIS **web site**, where they readily appreciate the ease of use and the services provided. Among the benefits...a method to build profiles of retail store customers. Such. profile information will provide the **web sites** of retail stores the flexibility to customize ICE for individual customers. In doing so, the **online** businesses of the stores will become more attractive to consumers. ICE comprises a system that adds a number of new promotional techniques to traditional methods of attracting customers to **web sites**. It provides a new shopping and entertainment tool, the Shopping Cart Computer (SCC), which is...



...the SCC in the stores. The SCC uses a wireless connection to connect to promoted **web sites** on the World Wide **Web**. On the SCC, shoppers will benefit from a Shopping Program. which will save them time...

...called the bonding program or the Bonding Site. The Bonding Site is an entertainment-providing **web site** available on the SCC. It offers benefits such as commercial transactions, targeted **online** community memberships, relevant information related to the consumers interest, and entertainment options involving fantasy. In...

...improve customer lifetime values. An additional benefit will be to build traffic to retail store **web sites**.

ICE also helps build new types of businesses that have sprung up in the **Internet** era, such as virtual communities and-Infomedianies. In an exemplary embodiment, ICE bads **online** communities that meet identified needs of defined segments of retail chain customer bases. These communities...customer of the brick-and-mortar retail store buys and adds that information to the **customer's profile** record in a **database**. ICE also keeps track of the customer's clickstream and data input behavior **online**. The benefits of this information are:  
ICE builds a profile of the customer's consumer...

...appear on SCC screens and on promotional receipts to attract customers to later visit commercial **web sites** and multimedia channels from a personal computer, from a television, or from a combination computer/television device. Promotions wiH be targeted to individuals' hot-button interests. ICE comprises a computer **network** which routes data between retail stores and one or more remote databases, a number of...

...or other means of identification, click stream uploading, and loyalty card scanning to identify the **customer** and **product** barcode scanning to identify what **products** the **customer** is buying,  
In a typical scenario, ICE initially gathers information clickstream data from an SCC during a customer's shopping session. To the system uploads the data to the ICE **database** where the **customer profile** information is kept. Later, if the customer acts ...data to show promotions on the SCC screen that entice the customer to visit the **web site** of the briick-and-mortar store, to enter an **online** contest, or to Join an **online** discussion or chat community related to the business of the store (e.g., pets, sports...

...in a pet store could receive an SCC promotion or a checkout receipt promoting an **online** discussion group related to breeding pedigree cats if the customer profile indicates that the customer likes or has a cat. ICE provides for the concentrating of **online** traffic around topical or demographically-related subjects (e.g., raising pets, kids, or flowers) while extracting valuable profile information from customers that visit **web site** pages that can be used to deepen the relationship. It does this'also with the use of focused email newsletters and **web sites** that attract special-interest customers. ICE locks in customers into virtual communities by encouraging the building of personal relationships **online** between community members, by accumulating and organizing customer-generated content, and by providing specialized games... stakeholders.

AdvantalZes of PUMP for the customer

(a) provides a convenient way to purchase particular **products** and services;

- (b) allows **customers** to obtain information and entertainment;
- (c) provides a timesaving method of buying consumable, rechargeable...

...at home or at work, or from  
any standard personal computer with access to the **Internet** - 7  
(d) allows visitors to a commercial **web site** to exchange information  
among  
themselves by visiting one or more standard computer chat rooms or  
discussion groups; and  
(e) educates the **customer** about the full range of **products** and  
services available  
on the **Web Store** (e.g., "We also can offer you paging service")  
Advantages of ICE for the...

...family, hobbies, and health. Customers themselves would contribute  
the majority of content in the newsletters.

**Web sites**, owned and operated by ICEOP and offering advertising to  
retail stores, that offer archived community...in the invented process,  
SAMIS assists the prospect in making a decision to join the **network**,  
because it: (a) allows merchants to obtain information regarding product  
categories, and  
information and product...

...industrial classification, store sizes, and other  
classifications;  
(c) gives a first-hand view of the **Web Store** sample screens in various  
industries; (d) lets the merchant either run through a simulation...

...to place a real purchase, receive a real email receipt, and receive  
delivery of the **product** to experience first hand what retail **customers**  
experience;  
(e) allows the merchant to view and enter the Portal Window of the **Web**  
Store; (f) lets the merchant return multiple times to the **Web Store** to  
see what the possible results of cookie and **database** marketing for  
**customers** that return  
again and again to the merchant's business;  
demonstrates hyperlinks and banner advertisements promoting the retail  
merchant's store;  
(h) shows how a merchant's **web site** can be linked to the **Web Store**;  
(i) provides a time-saving method of calculating theoretical benefits to  
the  
merchant's...

...p) potentially increases the customer's visit frequency;  
(q) provides access to accounting sales data **online** from products and  
services  
sold electronically;  
(r) provides benefits from specially targeted vendor discounts;  
(s) provides a way for a merchant to promote a particular **web site**;  
(t) stimulates more product or service consumption (e.g., cellular phone  
airtime  
usage) because of...

...via  
customer-requested e-mail and banner ads to customers who buy services  
through the **Web Store**.  
Advantages of ICE for the Retail Merchant  
(v) The Bonding Site and the Shopping...

...cross-sell and up-sell the customer as well as promote the store's own  
**web site**. For example, while a store chain already may have a  
well-developed **web site**, the Bonding Site would provide a  
stepping-stone

approach that would incrementally prepare or condition, psychologically,  
the

91

customers to visit it, in a similar way that **network** television  
prepares viewers to patronize the **network** advertisers. (xv) ICE  
provides a new means of conducting permission marketing for retailers. It  
provides...

...SCC in a retail store) that allows one-to-one communication with  
customers. (x) Since **Internet** concerns are increasing in priority among  
retail chains, ICE provides a cheap way to promote a chain store **web**  
**site**, with frequency and  
reach, to a chain's customers. ICE transforms and augments the way  
electronic marketing **networks** are used. It provides a new medium that  
grabs attention share of the customers in...

...welcome  
entertainment. (y) ICE improves in-store sales and draws customers to the  
retail store **web site**. (z) ICE lets email newsletters targeted to  
customer clusters provide an effective  
yet inexpensive way...

...customer and the retail store. (ee) ICE promotes virtual communities as  
well as retail chains' **web sites** on the SCC display to each customer.  
(f) ICE uses email newsletters provide a forum...

...marketing channel. The virtual communities provide a cheap way for  
retail  
chains to do business **online** and off  
(gg) ICE provides frequent contact with customers by means of messages on  
SCCs...

...Bonding Site from a personal computer, in email newsletters, and  
personal communications to community  
members **online**. Studies have revealed that number of contacts (i.e.,  
frequency), not their length or medium...

...improves understanding of the customer by building a customer  
permission base that enhances the customer **profile**. (ii) Community  
**archival** sites draw customers to ebusiness sites and use the  
archives as well as affinity content...this permission base will increase  
customer lifetime values both offline in the retail stores and **online**  
at the retail store **web site**.  
Advantages of PUMP for the Wholesaler  
The present invention helps wholesalers by giving them an...

...account pages on the PUMP Merchant Extranet;  
(b) it provides an additional channel (i.e., **online**) to market products  
and services  
to end consumers; and  
(c) it provides an excellent means...

...process to bring in new business;  
(b) it connects the Fulfillment House with the value **network** of PUMP;  
(c) it provides a stream of market feedback regarding what retail  
businesses would...

...to market their products.

Advantages of PUMP for the Portal Company

PUMP benefits a contracted **Internet** portal company, because:

(a) it converts a brick-and-mortar retail store shopper into a...

...site relatively quickly;

USER PROFILE RATED **PRODUCT** X  
**DATABASE**  
1650  
GET **PROFILE**  
MATCHINGALGORITHM CONTENT  
THRESHOLDS **DATABASE**  
MAP USERS  
ACCORDING TO **PROFILE**  
MATCHING ALGORITHM  
1680 1670  
n  
RELAX THRESHOLD N  
VARIABLES GHOBORS WI  
ISTANCE y  
USER?  
CALCULATE STORAGE ENVIRONMENT  
1720  
MERCHANT  
**DATABASE**  
1710  
1001HOORR  
**PROFILE** GATEWAY CHANT'S SERVER  
SERVER http  
1730  
UBLIC INTERN  
http http http  
http http ttp...  
...PREFERENCES  
1.-,@BA@SE 1820 INFORMATION 9 ORDERS  
1840 e REQUESTS FOR  
INFORMATIOU  
INTEGRATOR'S **WEB** /  
SUPPLIER'S APPLICATION **SERVER**  
**PRODUCT**  
INTENTION **WEB**  
**DATABASE** **PRODUCT** PAGE  
INFORMATION \* INFORMATION  
PRICES 0 ADVICE  
SPECIALIST e PROGRESS  
ADVICE REPORTS  
SERVICES o REFERRALS TO...  
...SUPPLIERS  
PRODUCTS  
FIGn 18 1860  
/30  
11 D  
1900--,,fUSE EEQUEST  
1930 1920-@,@  
ERAGENT  
USER **PROFILE** PREFERENCES  
**DATABASE** 1950  
1194000@@ GET  
CONTENT CONTENT  
DATABASE  
1960 SUMMARIZE  
CONTENT  
19700@ CREATE PAGE  
USING LAYOUT  
PREFERENCES...  
...DISPLAY PAGE

TO USER  
Q  
FiGs 19  
SUBSTITUTE SHEET (RULE 26)  
mySitel - Login - Micros ft **Internet** Explorer  
ble Edit View Favorites Help  
, (@3 W C:> O rel 1!2@ 1 & Fff...  
...transforming eCommerce into meCon  
F% Local @intranet zone  
FIG, 20  
El mySite! - David Smith - Microsoft **Internet** explorer  
Eifle Edit Yiew 00 I'vorites Lielp  
Welc  
O  
CA Back Forward Stop.ReTre...  
...0 Ask @  
Rif DL  
J=f-% Local intranet zone  
FIG, 21  
mySitel - David Smith - Microsoft **Internet** Explorer  
Efile Edit View Go Favorites Help  
<:3 nwo  
Back Forward Stop ReTe'sh Home...  
...Expanded Protections  
Front Page Report: World Population Growth Eases  
@,-2210 MySitel D vid Smith - rosoft **Internet** Explorer  
Ejle Edit Ylew - Go Favorites Help life in  
<VA :3 VP (9 ripol have...  
...93 2436  
93  
Cs 0 0  
cl  
F17 3  
MEN  
0000000 AWAI  
SERVER MACHINE MA(  
**SERVER** 2446 2448-@,  
ROOM  
**SERVER**  
**WEB CLIENT WEB**  
2410 2420 2450  
O 0  
MAGIC 0 0 GKWALL  
E-MAIL CLIENT E-MAIL  
FIGn...

14/3,K/48 (Item 47 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00740855 \*\*Image available\*\*  
A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR ADVANCED MOBILE HEALTH CARE  
PROCESSING  
SYSTEME, METHODE ET ARTICLE FABRIQUE POUR TRAITEMENT MOBILE EVOLUE DE  
DONNEES DE SOINS DE SANTE  
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Priority Application: US 99263926 19990305

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DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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Detailed Description  
Claims

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

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Figure...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

Claim

... THE WEB  
1  
960 BUY PRODUCT ON THE WEB  
FIGs 9  
SUBSTITUTE SHEET (RULE 26)  
    **PRODUCT ORDER CUSTOMER**  
INFORMATION **DATABASE** INFORMATION  
BASE **DATABASE**  
1060 DAT  
1090  
1080 1070 1091  
1050 **PROFILE**  
    **DATABASE** IBM  
SUPPLIER'S EB SERVER  
j-1020  
M Mill **INTERNET**  
CONTENT a **CUSTOMER 'S**  
    **DATABASE** INTEGRATOR'S **WEB** **SERVER**  
1040  
DATABASE  
1030 FIGs 10A  
/30  
11 D  
1001 @,@USER REQUEST  
ENTPAGE  
1003 1002  
GETUSER  
USER **PROFILE** PREFERENCES  
    **DATABASE** 1005  
1004-,,@ GETPAGE  
CONTENT CONTENT  
DATABASE  
1006@@ GET USER  
CENTRIC CONTENT  
1007 CREATE PAGE  
USING...  
  
...FIELD  
CUSTOM RULE  
FIGo 14  
/30  
,:@ D  
1510 REQUEST  
TATISTICS  
E  
1530 11520@@  
GETUSER  
USER **PROFILE** STATISTICS  
    **DATABASE**  
11540-@@ NORMALIZE  
STATISTICS  
1560  
1550--@@ GET STATISTICS  
FORMULAS L CONTENT  
DATABASE  
1570@@ GENERATE  
GRAPHS WITH...  
  
...PRODUCT REPOR  
ABOUT PRODUCT X

1630 1620--@,@  
GET USER PROFILES  
OF USERS WHO HAVE  
USER **PROFILE** RATED **PRODUCT** X  
**DATABASE**  
GET **PROFILE** 1650  
1640-@@ MATCHING ALGORITHM  
THRESHOLDS NTENT  
**DATABASE**  
1660@@ MAPUSERS  
ACCORDING TO **PROFILE**  
MATCHING ALGORITHM  
1680 1670  
n  
RELAX THRESHOLD NO EAREST  
VARIABLES EIGHBORS WI  
ISTANCE y OF...USER  
SUBSTITUTE SHEET (RULE 26) c: D FIG\* 16  
/30  
1750  
SECURE STORAGE ENVIRONMENT  
1720  
**PROFILE** MERCHANT  
**DATABASE**  
1710  
**PROFILE** GATEWAY RCHANT'S SERVER  
SERVER http  
1730  
LIC INTERN  
http h tp http  
http ht...  
...ORDERS  
PERSONAL \* PREFERENCES  
1820 INFORMATION o ORDERS  
+ a REQUESTS FOR  
1840 ---- N  
INFORMATION  
INTEGRATOR'S **WEB** /  
SUP LI APPLICATION **SERVER**  
**PRODUCT** X  
**DATABASE** **PRODUCT** 14Z Ni INTENTION **WEB**  
INFORMATION PAGE  
PRICES o INFORMATION  
SPECIALIST 100 ADVICE  
ADVICE e PROGRESS  
SERVICES REPORTS  
VIRTUAL \* REFERRALS...  
...FlGa 18 1860  
/30  
11 El  
1900-@-,fUSER REQUEST  
ARY PAGE  
1930 1920--@@  
GETUSERAGENT  
USER **PROFILE** PREFERENCES  
**DATABASE** @T 1950  
1940@@ GET  
CONTENT F1 CONTENT  
11 DATABA E  
1960 SUMMARIZE  
CONTENT



1970-,@@ CREATE...

...PAGE  
TO USER  
c: D  
FiGn 19  
SUBSTITUTE SI-11EET (RULE 26)  
mySitel - Login - Microsoft **Internet** Explorer  
Efle Edit yiew Go Favorites Help  
W  
C  
CA Back Forward Stop R e...  
  
...eEconomy, transforming eCommerce into meCom,  
===I% Local intranet zone  
FIG4 20  
mySite! - David Smith - icrosoft **Internet** Explorer  
Eile Edit Yiew Go Favorites Help  
Back Forward Stop Refresh Hnome Search Favorites History...  
  
...Ask @ Al  
"% . . nR Al  
Local intranet zone  
FIGe 21  
Fe) mYS I - David Smith - icroso **Internet** Explorer  
Efle Edit Yiew go Favodtes Help  
Efl  
Back Forward Stop Refresh Home Search Favodtes...  
  
...3 a,  
MOM  
ENESS AWA  
SERVER MACHINE MA,  
2446-,@, 2448-),@  
SERVER  
0 0 L  
k4 **SERVER**  
CA  
**WEB CLIENT WEB**  
2410 2420 2450  
'@-N 0 0  
MAGIC 0 0 MAGIC WALL  
E-MAIL CLIENT E...

14/3,K/49 (Item 48 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00740834 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR UTILIZING A TRANSACTION  
INTERFACE IN A MOBILE COMMUNICATION NETWORK  
SYSTEME, METHODE ET ARTICLE FABRIQUE PERMETTANT D'UTILISER UNE INTERFACE DE  
TRANSACTIONS DANS UN RESEAU DE COMMUNICATION MOBILE**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB'S Granvenhage, NL, NL  
(Residence), NL (Nationality)

Inventor(s):

GERSHMAN Anatole Vitaly, 522 W. Barry Avenue, Chicago, IL 60657, US  
SWAMINATHAN Kishore Sundaram, 6524 Stair Street, Downers Grove, IL 60056,  
US  
MEYERS James L, 1107 W. Wrightwood Apt. #1, Chicago, IL 60614, US

Search Report from Ginger D. Roberts

FANO Andrew E, 1137 Maple Avenue Apt. 1E, Evanston, IL 60202, US  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 200054179 A2 20000914 (WO 0054179)  
Application: WO 2000IB394 20000303 (PCT/WO IB0000394)  
Priority Application: US 99263251 19990305  
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK  
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 33781

Fulltext Availability:  
Detailed Description  
Claims

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**. The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

I O Summary Agent

A suite of software agents running on the application and...

Claim

... IF

960 - BUY PRODUCT ON THE WEB

F-I G- UR E 9

FIGURE 10A

**Product Product Order Customer**

**Information Database Information**

1060 **Database Database**

j L

1080 1090 F===q

F=ffl

F

ustomer **Profile**

**Database**

1070

1020 Supplier's **Web** Server

Supplier **Profile**

**Database**

105 nternet

HUM CUE

Content 0 aL@

Database Integrator's ' **Web** Server

1 0

1030

Intention 4\*'

Database

Figure IOB

1001

ser Requests

100 ontent Page

1003

e ser

Preferences 1004

ser **Profile** 1005

**Database**

Get Page

Content

1006 Content

Database

e ser

Centric

Content 1007

Create Page

Using Layout...

...Task List

1121 Items Task List

Database 1120

Get Matching

News Items

News

L

112 **Database**

Return

Content

Figure 12: User **Profile** Data Model

1200

.J

U) David Smith

(user object)

20 1230

David (Wor David (Home...

14/3,K/50 (Item 49 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00740833 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MOBILE COMMUNICATIONS  
UTILIZING AN INTERFACE SUPPORT FRAMEWORK**

**SYSTEME, METHODE ET ARTICLE FABRIQUE POUR COMMUNICATIONS MOBILES UTILISANT  
UNE OSSATURE DE SUPPORT D'INTERFACE**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB 'S Gravenhage, NL, NL  
(Residence), NL (Nationality)

Inventor(s):

GERSHMAN Anatole Vitaly, 522 W. Barry Avenue, Chicago, IL 60657, US  
SWAMINATHAN Kishore Sundaram, 6524 Stair Street, Downers Grove, IL 60056,  
US

MEYERS James L, 1107 W. Wrightwood Apt. #1, Chicago, IL 60614, US

FANO Andrew E, 1137 Maple Avenue Apt. 1E, Evanston, IL 60202, US

Legal Representative:

BROWNE Robin, Urquhart-Dykes & Lord, Tower House, Merrion Way, Leeds, LS2  
8PA, GB

Patent and Priority Information (Country, Number, Date):

Patent: WO 200054178 A2 20000914 (WO 0054178)

Application: WO 2000IB377 20000303 (PCT/WO IB0000377)

Priority Application: US 99263252 19990305

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 34020

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about tile customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

I 0 The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through tile Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** 1 5 information that the supplier needs to complete a transaction or maintain customer records...information is extracted from tile supplier's product database 1840 and customized for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

Claim

... ON THE WEB  
960 BUY PRODUCT ON THE WEB  
FlGa 9  
SUBSTITUTE SHEET (RULE 26)  
**PRODUCT**  
PR ORDER **CUSTOMER**  
INFORMATION **DATABASE** INFORMATION  
rA 1060 **DATABASE** DATABASE  
ci L  
1080 1010 1091  
1050 PROFILE  
HUM  
SUPPLIER'S EB SERVER  
f 1020  
DATABASE  
**INTERNET**  
(USTOMI  
CONTENT  
DATABASE INTEGRATOWS I IEB SERVER  
1040  
INT  
DATABASE  
1030 FIGs 10A  
2/30  
1001,,, @USERREQUESTS@  
GE  
1003 1002  
GET USER  
USER **PROFILE** PREFERENCES  
**DATABASE** 1005  
1004@@-j GETPAGE  
C TENT CONTENT  
DATABASE  
1006-,s,, GET USER  
CENTRIC CONTENT  
1007...  
  
...FIG4 14  
/30  
15101 SER REQUESTS  
GENT STATISTICS  
Pi E  
1530 1520 @,@  
GET USER  
USER **PROFILE** STATISTICS  
**DATABASE**  
1540--,, NORMALIZE  
STATISTICS  
1560  
1550--@@ GET STATISTICS  
FORMULAS H CONTENT  
SE  
GENERATE  
GRAPHS WITH  
STATISTICS...  
  
...PRODUCT REPOF T  
X  
1630 1620-N@ GET USER PROFILES  
OF USERS WHO HAVE

USER **PROFILE** RATED **PRODUCT** X  
DATABASE  
1650  
1640-N@, GET **PROFILE**  
MATCHING ALGORITHM CONTENT  
THRESHOLDS 'ABASE  
MAP USERS  
ACCORDING TO PROFILE  
MATCHING ALGORITHM  
1680 1670  
n...  
...FIG4 16  
SUBSTITUTE SHEET (RULE 26)  
9/30  
SECURE STORAGE ENVIRONMENT 1 750  
1 720  
**PROFILE** MERCHANT  
DATABASE  
1710 110  
**PROFILE** GATEWAY CHANT'S SERVER  
SERVER h  
1730  
PUBLIC IN  
http http http  
http http http...  
...9 PERSONAL o PREFERENCES  
1820 INFORMATION o ORDERS  
9 REQUESTS FOR  
1840  
INFORMATION  
INTEGRATOR'S **WEB** /  
APPLICATION **SERVER**  
Su  
**PRODUCT**  
INTENTION **WEB**  
DATABASE e **PRODUCT** PAGE  
INFORMATION oINFORMATION  
PRICES OADVICE  
SPECIALIST aPROGRESS  
ADVICE REPORTS  
SERVICES eREFERRALS TO  
VIRTUAL SUPPLIERS  
PRODUCTS  
FlGa 18 1860  
/30  
1900 E  
SUMMA  
1930 1920@  
GETUSERAGENT  
USER **PROFILE** FK& ES  
DATABASE 1950  
1940@@ GET  
CONTENT CONTENT  
DATABASE  
1960-,@@ SUMMARIZE  
CONTE  
1970@,, CREATE PAGE  
USING LAYOUT  
PREFERENCES...  
...D

CD  
TO USER  
FIGn 19  
SUBSTITUTE SHEET (RULE 26)  
C;A mySite! - Login - Microsoft **Internet** Explorer  
ej  
Eile Edit View Go Favorites ljelp  
Back Forward Stop Favorites  
ReFesh Hl! Ee...

...eCommerce into meCorr,  
===I% Local intrane't zone  
FIG8 20  
WI mySite! - David Smith - Microsoft **Internet** Explorer  
Efle Edit Yiew Qo F-avorites Help  
Back Forward Stop  
R eTe-s h...

...Own 0 Rent Never OAsk @ )  
Local intranet zone  
FIG\* 21  
5R, mySitel - David Smith - Microsoft **Internet** Explorer  
Efle Edit View Go Favorites Help  
<0  
Back Forward Stop Refresh Home Search Favorites...

...Front Page ..cw@ <1@- Report: World Population Growth Eases  
,@-2210 WA mySite! David Smith - Microsoft **Internet** Explorer  
Efle Edit View Go Favorites Help  
life ins  
<-3 have c  
Back Forward Stop...

...I  
13  
ENESS A1  
SERVER MACHINE I  
Li 2446-,v 2448-)@  
s  
0000000  
0 0  
**SERVER**  
F  
**WEB CLIENT** w  
10 2  
--N 2450  
MAGIC WALL MAGIC WALL  
0 0  
E-MAIL CLIENT E-1  
FIGs 24  
2500 2502 2504  
25 10  
cn 25 10  
ci  
tz  
G INTRANET  
**INTERNET**  
INTELLIGENT  
2580 AGENTS  
COORDINATOR 2530  
(MUNIN)  
COMMUNICATION

TRANSFORMATIO INFORMATION PRIORITIZATION  
AUXILIARY SUBSYSTEM  
2590  
2542 2540...

14/3,K/51 (Item 50 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00740832 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR ADVANCED MOBILE COMMUNICATION**  
**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR COMMUNICATION MOBILE DE POINTE**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB, 'S Gravenhage, NL, NL  
(Residence), NL (Nationality)

Inventor(s):

GERSHMAN Anatole Vitaly, 522 W. Barry Avenue, Chicago, IL 60657, US  
SWAMINATHAN Kishore Sundaram, 6524 Stair Street, Downers Grove, IL 60056, US

MEYERS James L, 1107 W. Wrightwood Apt. #1, Chicago, IL 60614, US

FANO Andrew E, 1137 Maple Avenue Apt. 1E, Evanston, IL 60202, US

Legal Representative:

BROWNE Robin, Urquhart-Dykes & Lord, Tower House, Merrion Way, Leeds LS2 8PA, GB

Patent and Priority Information (Country, Number, Date):

Patent: WO 200054177 A2 20000914 (WO 0054177)

Application: WO 2000IB362 20000303 (PCT/WO IB0000362)

Priority Application: US 99263927 19990305

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 33946

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... and the suppliers. It includes product lists, features and

descriptions, and addresses of the suppliers' **product web sites**.

The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and 56

credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application



offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...1820. The user's preferences and personal information is obtained from an integrator's customer **profile database** 1830 and returned to the Web/Application **server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

#### Summary Agent

A suite of software agents running on the application and web servers...

#### Claim

```
... ON THE WEB
960 BUY PRODUCT ON THE WEB
FiGe 9
SUBSTITUTE SHEET (RULE 26)
PRODUCT
PRODUCT ORDER CUSTOMER
INFORMATION DATABASE INFORMATION
1060 DAT DAT
L
1080 1070 109
PROFILE
1050
rn
Ln 9900909
m SUPPLIER'S ERVER
rn
r*j INTE
CONTENT Ago a (USTOME
DATABASE INTEGRATOR'S WEB SERVER
1040
INTENTION
DATABASE
1030 FiGn 10A
/30
1001
CONTEN
1003 1002
N, GETUSER
USER...

...11 PAGE
LD
FiGs 14
/30
1510 EST
AGENT STATISTICS
E
1530 1520-@@
GETUSER
USER PROFILE STATISTICS
DATABASE
1540--s,, NORMALIZE
```

STATISTICS  
1560  
1550 GET STATISTICS  
FORMULAS CONTENT  
DATABASE  
1570-@,@ GENERATE  
GRAPHS WITH...

...REQUES  
PRODUCTREP  
ABOUTPR DU  
1630 1620-N,, GET USER PROFILES  
OF USERS WHO HAVE  
USER **PROFILE** RATED **PRODUCT** X  
**DATABASE**  
GET **PROFILE** 1650  
1640-,,,  
MATCHING ALGORITHM  
THRESHOLDS CONTENT  
DATABASE  
1660-N,. ACC MAP USERS  
ORDING TO PROFILE...  
...c D FIGO 16  
SUBSTITUTE SHEET (RULE 26)  
/30  
1750  
SECURE STORAGE ENVIRONMENT  
1720  
MERCHANT  
**DATABASE**  
001 1710 Nall  
**PROFILE** GATEWA RCHANT'S SERVER  
SERVER h  
1730  
UBLIC **INTERNET**  
http http http  
http  
tp http http  
1740  
TELEVISION (MOBILE) COMPUTER SMART CARD LAPTOP POCKET...  
...B@A 1820 INFORMATION \* ORDERS  
m t 0 REQUESTS FOR  
m 1840 INFORMATION  
INTEGRATOR'S **WEB** /  
rn APPLICATION **SERVER**  
r%o SUPP  
Pi **PRODUCT** X  
**DATABASE** 9 **PRODUCT** INTENTION **WEB**  
INFORMATION PAGE  
e INFORMATION  
PRICES 0 ADVICE  
SPECIALIST \* PROGRESS  
ADVICE REPORTS  
SERVICES e REFERRALS TO  
VIRTUAL  
PRODUCTS SUPPLIERS  
FiGs 18 1860  
/30  
1900  
1930 1920@,  
GET USER AGENT

USER **PROFILE** PREFERENCES

**DATABASE** 1950

1940-@@ GET

CONTENT CONTEN

DATABASE

1960-@@ SUMMARIZE

CONTENT

1

1970-%., CREATE PAGE

USING LAYOUT...

...1997@@ DISPLAY PAGE

TO USER

FIGn 19

SUBSTITUTE SHEET (RULE 26)

,Gh mySitel - Login - Microsoft **Internet** Explorer

@j

Efle Edit Yiew Go Fa-vodtes Help

1@3 \* (9) Fp@l

Back...

...transforming eCommerce into meComr

1% Local intranet zone

FIG8 20

2) mySitel - David Smith - Microsoft **Internet** Explorer

Eile Edit Yiew Qo Fpvodtes L!elp Welcor

Back Forward Stop Refresh Horrie I...

**14/3,K/52 (Item 51 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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00740826 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR ADVANCED MOBILE COMMUNICATION AND COMPUTING**

**SYSTEME, METHODE ET ARTICLE FABRIQUE POUR COMMUNICATION MOBILE ET CALCUL EVOLUES**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB'S Gravenhage, NL, NL  
(Residence), NL (Nationality)

Inventor(s):

GERSHMAN Anatole Vitaly, 522 W. Barry Avenue, Chicago, IL 60657, US

SWAMINATHAN Kishore Sundaram, 6524 Stair Street, Downers Grove, IL 60056,  
US

MEYERS James L, 1107 W. Wrightwood Apt. #1, Chicago, IL 60614, US

FANO Andrew E, 1137 Maple Avenue Apt. 1E, Evanston, IL 60202, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200054170 A2 20000914 (WO 0054170)

Application: WO 2000IB391 20000303 (PCT/WO IB0000391)

Priority Application: US 99263969 19990305

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 33717

Fulltext Availability:  
Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**. The **Product Information Database** 1080 stores all **product**-related information, such as features availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

56

Figure...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer**. The I O **product** and pricing information is then fori-natted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/53 (Item 52 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00740825 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A MOBILE COMMUNICATION NETWORK UTILIZING A DISTRIBUTED COMMUNICATION NETWORK**  
**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINE A UN RESEAU DE COMMUNICATION MOBILE UTILISANT UN RESEAU DE COMMUNICATION REPARTI**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB 'S Gravenhage, NL, NL  
(Residence), NL (Nationality)

Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200054169 A2 20000914 (WO 0054169)

Application: WO 2000IB363 20000303 (PCT/WO IB0000363)

Priority Application: US 99263143 19990305  
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK  
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
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(AP) GH GM KE LS MW SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 34199

Fulltext Availability:  
Detailed Description  
Claims

#### Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure I...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

#### Summary Agent

A suite of software agents running on the application and web servers...

#### Claim

... ON THE WEB  
960 BUY PRODUCT ON THE WEB  
FIGS 9  
SUBSTITUTE SHEET (RULE 26)  
**PRODUCT**  
**PRODUCT ORDER CUSTOMER**  
**INFORMATION DATABASE INFORMATION**  
1060 **DATABASE DATABASE**  
1080 1070 1091  
CUST  
**PROFILE**

1050 **DATABASE**  
SUPPLIER S EB SERVER  
f 1020  
PA- **INTERNET**  
CUSTOMEW  
CONTENT  
DATABASE INTEGRATOR'S **WEB** SERVER  
1040  
IN I tri I IUN  
DATABASE  
1030 FIGs 10A  
/30  
1001 -@,fLJUSER REQUESTS@  
GE  
1003 1002  
GETUSER  
USER **PROFILE** PREFERENCES  
**DATABASE**  
F 1005  
1004 GETPAGE  
CONTENT  
DAIAbAbt  
1006@@ GET USER  
CENTRIC CONTENT  
1007--,, CREATE PAGE  
USING...

...PAGE  
@CUSTOM @Mff  
FlGo 14  
/30  
1510 EQUEST  
TATISTIC  
E  
1530 1520--@@  
GET USER  
USER **PROFILE** STATISTICS  
**DATABASE**  
1540-@@ NORMALIZE  
STATISTICS  
1560  
1550@@ GET STATISTICS  
FORMULAS CONTENT  
DATABASE  
1570 GENERATE  
GRAPHS WITH  
STATISTICS...PRODUCT REPORT  
OUTPRODUCTX  
1630 1620-%N,@  
GET USER PROFILES  
USER PROFIL OF USERS WHO HAVE  
**DATABASE** E RATED **PRODUCT** X  
GET **PROFILE** 1650  
1640-@@  
MATCHING ALGORITHM  
THRESHOLDS CONTENT  
**DATABASE**  
1660-@@ MAP USERS  
ACCORDING TO **PROFILE**  
MATCHING ALGORITHM  
1680 1670  
n

RELAX THRESHO D NO EST  
VARIABLES EIGHBORS WI  
ISTANCE y...

...FIG4 16  
SUBSTitUTE SHEET (RULE 26)  
/30  
SECURE STORAGE ENVIRONMENT 1750  
1720  
,\*@-N MERCHANT  
rem **DATABASE**  
A 1710  
    **PROFILE** GATEWAY CHANT'S SERVER  
SERVER h  
1730  
IC IN  
http http http  
http ht D...

...o PERSONAL 9 PREFERENCES  
1820 INFORMATION o ORDERS  
1840 9 REQUESTS FOF  
INFORMATION  
INTEGRATOR'S **WEB** /  
SUPPLIER'S APPLICATION **SERVER**  
    **PRODUCT**  
    **DATABASE** **PRODUCT** INTENTION **WEB**  
INFORMATION PAGE  
PRICES o INFORMATION  
SPECIALIST \* ADVICE  
ADVICE o PROGRESS  
SERVICES REPORTS  
o VIRTUAL \* REFERRALS...

...FIGo 18 1860  
/30  
11 D  
1900 EQUEST  
RY PAGE  
1930 1920-N,@  
GETUSERAGENT  
USER **PROFILE** PREFERENCES  
    **DATABASE** 1950  
1940-N,,@ GET  
CONTENT CONTEN  
DATABA  
1960-,s,. SUMMARIZE  
CONTENT  
1970---s@ CREATE PAGE...

...1997-N,, DISPLAY PAGE  
TO USER  
FIGI 19  
SUBSTitUTE SHEET (RULE 26)  
mySite! - Login - Microsoft **Internet** Explorer  
Ejle Edit View Go Favorites Help  
<M IV \* IV (9 F@W) 1!2...

...eEconomy, transforming eCommerce into meComj  
Local intranet zone  
FIG, 20  
GN mySite! - David Smith - Microsoft **Internet** Explorer  
Eile Edit View Go Favorites Help

WeIcc  
<:3 C\*  
Back Forward Stop Refresh Home...  
...A .1, aa  
b  
Local intranet zone  
FIGs 21  
r,2@ mySite! - David Smith - Microsoft **Internet** Explorer  
Etj  
Efle Edit View Go Favorites Help  
<= " \* " (& MO  
Back Forward Stop Refresh Home Search...  
...FINANCES HOUSEHOLD TRAVEL  
41 11 goods in the electronic marketpi@!@@@  
- 2200  
mySite! David Smith - Microsoft **Internet** Explorer  
Eile Edit View Go Favorites Help  
life insu  
<:3 have clBack Forward Stop Refresh...  
...060060 i RENESS AW  
SERVER MACHINE K  
KRIM 2446-),@ 2448-),,,  
EE:j  
SERVER  
0 0  
**SERVER** f  
loo  
**WEB CLIENT** WE  
2410 24  
2450  
MAGIC WAL  
0 0  
E-MAIL CLIENT E-Ml  
FlGa 24  
2500 2502 2504  
25 10  
25 10  
AGENT  
**INTERNET**  
INTELLIGENT  
2580  
coo AGENTS  
2S30  
COORDINATOR  
(MUNIN)  
COMMUNICATIONS  
TRANSFORMATIO  
AUXILIARY RMATION PRIORITIZATION  
SUBSYSTEM  
25  
25...

14/3,K/54 (Item 53 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00738055 \*\*Image available\*\*  
**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR ADVANCED INFORMATION**



**GATHERING FOR TARGETTED ACTIVITIES**

**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION PERMETTANT DE RASSEMBLER DES  
INFORMATIONS SUR DES ACTIVITES CIBLEES**

Patent Applicant/Assignee:

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(Residence), NL (Nationality)

Inventor(s):

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Legal Representative:

BROWNE Robin, Urquhart-Dykes & Lord, Tower House, Merrion Way, Leeds LS2  
8PA, GB

Patent and Priority Information (Country, Number, Date):

Patent: WO 200051042 A2 20000831 (WO 0051042)

Application: WO 2000IB386 20000225 (PCT/WO IB0000386)

Priority Application: US 99259902 19990226

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LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

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(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 21415

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**. The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then fort-natted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

user.

Figure 19 discloses the logic in accordance with...

Claim

... ON THE WEB

F

960 BUY PRODUCT ON THE WEB

FIG URE 9

FIGURE 10A

**Product Product Order Customei**

Information **Database** Informatio

1060 Databas **Database**

1080 1090

**Customer Profile**

**Database**

HUM

10 0000990

1020 Supplier's erver

Supplier **Profile**

**Database**

4- **Internet**

Content

**Database** Integrator's **Web** Server

Intention 1030

Database

/28

Figure 10B

1001

User Req

1003 1002 Content

Get User

ser **Profile** Preferences 1004 1005

**Database**

Get age

Content

1006 Content

Database

e ser

Centric

Content 1007

Crea age

Using Layout...

**14/3,K/55 (Item 54 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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00738036 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR ADVANCED INFORMATION  
GATHERING UTILIZING WEB TECHNOLOGY**

**SYSTEME, PROCEDE ET ARTICLE PERMETTANT L'OBTENTION DE REGROUPEMENT  
D'INFORMATIONS AVANCEES GRACE A LA TECHNOLOGIE DU WEB**

Patent Applicant/Assignee:

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(Residence), NL (Nationality)

Inventor(s):

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VAN DEN HONDEL Alexander P, 1986, chemin des Colles, F-06740 Chateauneuf de Grasse, FR

Legal Representative:

BROWNE Robin F, Urquhart-Dykes & Lord, Tower House, Merrion Way, Leeds LS2 8PA, GB

Patent and Priority Information (Country, Number, Date):

Patent: WO 200051023 A1 20000831 (WO 0051023)

Application: WO 2000IB333 20000225 (PCT/WO IB0000333)

Priority Application: US 99258687 19990226

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TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 25304

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... detailed interaction between a consumer and the integrator involving one supplier. The user accesses a **Web** Browser 1810 and requests product and pricing information from the integrator. The request is sent from the user's browser to the integrator's **Web** /Application Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web** /Application **server** . The

59

requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer** . The **Web** /Application **server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer** . The **product** and pricing information is then formatted into a **Web** **Page** 1860 and returned to the customer's **Web** Browser.

Summary Agent

A suite of software agents running on the application and web servers...

Claim

... 960 - BUY PRODUCT ON THE WEB

FIG URE 9

SUBSTITUTE SHEET (RULE 26)

FIGURE 10A

**Product** **Product** **Order** **Customer**  
**Information** **Database** **Information**

1060 Dat a ase

108 1090

**Customer** **Pro e**

**Database**

1070

111111L

M

U) 1020 Supplier's **Web** Server

x

M

Supplier **Profile**

**Database**  
C  
105 **Internet**  
Content  
**Database** Integrato **Web** Server  
1030  
Intenti n  
Database  
/33  
Figure IOB  
1001  
User Request;  
1003 1002 ontent P  
e se  
ser **Profile** Preferenc s 1004 1005  
**Database**  
1006 L Conten  
Database  
et ser  
Centric  
Content 1007  
reate age A  
Using Layout  
Preferences...  
...ues s  
A ent tat st cs  
a e  
1520  
1540  
er  
-A Cs  
User **Profile** 1540  
**Database**  
orma ze  
Statistics  
1550 1560  
Get Sta S  
Form  
onten  
Database  
1570  
enerate  
Graphs with...  
...Ort  
bout Product X  
Get User  
1630 Profiles of  
Users Who  
Have Rated 1640  
User **Profile** **Product** X  
**Database**  
1650  
Get **Profile**  
Matching  
Algorithm  
Thresholds  
1660 L Content  
**Database**  
Map Users  
According to  
**Profile**

Matching  
Algorithm  
1670  
7  
Relax re n neares  
threshold 4 No neighbors withi  
variables distance...

...1850 \* Customer Profile  
Preferences D t ase  
\* Orders  
CO) 4 Satisfaction  
Supplier's Ratings Preferences  
**Customer** Orders  
information Personal  
M **Database** Information 0 Preferences  
U) 1820 \* Orders  
x  
M \* Requests for  
Information  
1840  
C integrator's **Web** /  
r Application **Server**  
IM  
IN) Supplier's  
0) **Product** Intention e  
Page  
**Database** \* **Product**  
Information Information  
\* Prices Advice  
\* Specialist 0 Progress  
Advice Reports  
\* Services + Referalis to  
0 Virtual Suppliers...

...S  
1900  
ser eques s  
Summary Page  
192  
@A et ser  
Agent  
Preferences 1940  
User **Profile**  
**Database** 1950  
e on ent  
Conten  
1960 Databa  
ummar ze  
Content 1970  
reate age  
Using Layout...

...Speech Text  
1997  
Display Page  
to User  
SUBSTITUTE SHEET (RULE 26)  
GA mySite! - Login - Microsoft **Internet** Explorer  
Efle Edit ...eCommerce into meCc  
l===I% Local intra-net zone  
FIGn 20

mySite! - David Smith - Microsoft **Internet** Explorer  
Efle Edit View Co Fpavorites Help  
we  
<@= I Efl  
Back Forward Stop Refresh Home...

...0 Own @ Rent Never 0 Ask  
Local intranet zone  
FIGe 21  
mySite! - David Smith - Microsoft **Internet** Explorer  
Efle Edit View Go Favorites Help  
<= 1W \* 1W 0 r@pl  
Back Forward Stop...

...to Head Properties Group  
l==l % Local intranet zone  
FIGn 22  
mySite! David Smith - Microsoft **Internet** Explorer  
Efle Edit View Go Favorites Help  
life i  
N Erl hav4  
Back Forward Stop...

...2430  
2400  
0  
Awareness A@  
Server HHO 2446  
Machine  
Server 0 0  
Cn  
m  
co **Server**  
**Web client** WI  
m 2410 2450  
Cn  
x  
m  
Magic Wall 0 Magic Wall  
E-mail client...

...2 2504 2510 2510  
tTa  
n e gen Inte en nte ent  
en ent en  
**Internet**  
Agents 001  
Coordinator 3530  
(Munin)  
258 Information Prioritization  
Subsystem  
un n  
F 2542 540  
sers...

...x  
m  
q  
m  
c  
r  
m  
%ft,W FIGURE 35 FIGURE 36 FIG

3310

**Internet**

IM

(or private net)

m 3320

co

x II

m .....

3rd party

Advertise

CP/lP...

**14/3,K/56 (Item 55 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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00736216 \*\*Image available\*\*

**SYSTEM AND METHOD FOR PROCESSING FINANCIAL TRANSACTIONS**

**SYSTEME ET PROCEDE DE TRAITEMENT DE TRANSACTIONS FINANCIERES**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200049551 A1 20000824 (WO 0049551)

Application: WO 2000US4163 20000218 (PCT/WO US0004163)

Priority Application: US 99120760 19990219

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LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 14767

Fulltext Availability:

Claims

Claim

... 22

Fz@@

=9

21

21

F --f E-- I

ROUTER

ISP

INTERMEDIATE

SERVER #2

18

**ONLINE ME**

FiGn 2

CONSUMER'S PC

12

MERCHAN

STORE 34 28  
28  
26 32  
-----  
TRANSACTION...  
...PROCESSING  
SYSTEM  
FiGs 3  
38  
51 F  
Memory Secondary Storage  
I Device  
48  
Receiver  
46  
    **Network** I/F Card - CPU  
    -"@r 42  
Video Display Input Device  
FIGm 4  
56  
Memory Secondary Storage  
Device  
Credit  
Card  
Transaction  
Database  
1  
64  
    **Network** I/F Card CPU  
    FIGn 5  
    88  
Secondary Storage  
Memory Device  
    **Customer**  
Information  
    **Database**  
    **Customer Profile** Information  
Merchant Information  
Fraud Information  
Loyalty Program Information  
Transaction Information  
Customer Payment Method Information  
96  
Customer Personal Information  
    **Network** I/F Card CPU  
92  
Video Display Input Device  
FIGm 6  
12'  
    **ONLINE**  
MERCHANT 28'  
734  
28'  
----- 26 32  
715  
TRANSACTION  
PROCESSING  
SYSTEM 16  
    **ONLINE**  
52  
CONSUMER



```

15
-----
32
710 PAYMENT
PROCESSING
SYSTEM
FiGs 7
-,o@e 00
Memory Secondary Storage
Device
  Product   Database
50
  Network  I/F Card CPU
10
Video Display I Input Device
FIGs 8
900
-"@r 980 Secondary Storage
Memory Device
-@'? 70
Transponder Internet Browser
Reader
Printer
-,@? 50
  Network  I/F Card CPU
'o"? 10
Video Display I Input Device
FIGn 9
110a
110c...

...Y 215
N
Y
1220
N ara
1225 Y
Transmit 1240
N ar,a er Merchandise /Service
1230 < Selection
Transmit Customer
Number
Transmit Payment Choice 1235 FIG. 11a
Associated With User FIG. 11b
Selection
FIGn 11...

...Data,/
350
345 Data is Stored in v
Customer Display Message
Information Requesting that the
  Database  Customer re-input the
Data
370 Transponder
Programmed with
Cust. No.
380 Transponder
Mailed to
Customer
FIG. 14
/19
400

```

1 0 55

**Customer** Identifies System Searches  
**Merchandise** / Transaction  
Services for Information Table  
Purchase For Merchant's  
Name  
415  
Sales Associate 460  
Enters...

**14/3,K/57** (Item 56 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00579172 \*\*Image available\*\*

**SYSTEM AND METHOD FOR SELECTIVELY RETRIEVING INFORMATION ITEMS**  
**SYSTEME ET PROCEDE D'EXTRACTION SELECTIVE D'ELEMENTS D'INFORMATIONS**

Patent Applicant/Assignee:

AUTOBYTEL COM INC, 18872 MacArthur Boulevard, 2nd floor, Irvine, CA 92612  
, US, US (Residence), US (Nationality)

Inventor(s):

WAGONER Kevin Joel, 3521 N. Tamarind Avenue, Rialto, CA 92377, US,  
LEE Jin Seo, 200 W. Columbine #B6, South Coast Metro, CA 92707, US,  
NOTTAGE Douglas Sanford, 146 Pergola, Irvine, CA 92612, US,

Legal Representative:

ALTMAN Daniel E (agent), Knobbe, Martens, Olson and Bear, LLP, 620  
Newport Center Drive, 16th floor, Newport Beach, CA 92660, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200042545 A2 20000720 (WO 0042545)  
Application: WO 2000US1096 20000114 (PCT/WO US0001096)  
Priority Application: US 99231521 19990114

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ CZ  
(utility model) DE DE (utility model) DK DK (utility model) DM EE EE  
(utility model) ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS  
JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT  
RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG UZ VN YU  
ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7984

Fulltext Availability:

Claims

Claim

... information items. I 0 21. A system for facilitating commercial transactions, between a plurality of **customers** and at least one supplier of **items**, over a computer driven **network** capable of providing communications between the supplier and at least one customer site associated with each **customer**, the system comprising:  
a **database** ;  
a plurality of purchase requests generated by the customers, the purchase requests being stored in...  
...the items that are provided by the supplier, the inventory items being stored in the **database** ;  
a plurality of group **profiles**, each of the group profiles being associated with at least one of the suppliers of...

sequencing project at the following LTRL.

htlv:// [www .genome.ou.edu/stgph new.html](http://www.genome.ou.edu/stgphnew.html). Such possible targets are particularly applicable to *S aureus*...general purpose computer connected to a network, or the data storage medium can be part of a **network** server. As another example the data storage medium can be part of a computer system or **network** accessible over telephone lines or other remote connection method.

#### EXAMPLES

Example 1. Growth of *Sta...ATA*. This latter initiation codon set corresponds to the one reported by the NCBI ([http:// www .ncbi.nlm.nih.izov/htbin-post/Taxonomy/MMrintac?mode=c](http://www.ncbi.nlm.nih.gov/htbin-post/Taxonomy/MMrintac?mode=c)) for the bacterial genetic code...[ftp://ftp.tigr.org/pub/data/m tuberculosis/TB\\_0910972](ftp://ftp.tigr.org/pub/data/m tuberculosis/TB_0910972)) and ix) *pseudomonas aeruginosa* ([http:// www .czenome.washington.edu/l2seuso/data.hLml1](http://www.czenome.washington.edu/l2seuso/data.hLml1)).

The results of the homology searches performed on the...*ATA*. This latter initiation codon set corresponds to the one reported by the NCBI [http:// www .ncbi.nlm.nih.jzov/htbin-post/Taxonomy/K/Mrintgc?mode=c](http://www.ncbi.nlm.nih.gov/htbin-post/Taxonomy/K/Mrintgc?mode=c)) for the bacterial genetic code...

...rbI

ast.gz);  
viii) DOMO (<ftp://Hftp.infobiogen.fr/pub/db/domo/>);  
ix) TREMBL ([ftp:// www .expasy.ch/databases/sp tr@nrdb/fasta/](ftp://www.expasy.ch/databases/sp tr@nrdb/fasta/))

The results of the homology searches performed on...*ATA*. This latter initiation codon set corresponds to the one reported by the NCBI [http:// www .ncbi.nlm.nih.-Rov/htbin-post/Taxonomy/wVrintgc?mode=c](http://www.ncbi.nlm.nih.gov/htbin-post/Taxonomy/wVrintgc?mode=c)) for the bacterial genetic code...  
l.fbrblast.%Zz);

viii) DOMO [ft12:Hft12.infobiogen.fr/pub/db/domo/](ftp://Hft12.infobiogen.fr/pub/db/domo/));  
ix) TREMBL ([ftp:// www .expasy.ch/databases/sp tr1nrdb/fasta/](ftp://www.expasy.ch/databases/sp tr1nrdb/fasta/))

The results of the homology searches performed on...*ATA*. This latter initiation codon set corresponds to the one reported by the NCBI ([http:// www .ncbi.nlm.nih.izov/htbin12ost/Taxonomy/wl2rintizc?mode=c](http://www.ncbi.nlm.nih.gov/htbin12ost/Taxonomy/wl2rintizc?mode=c)) for the bacterial genetic code. When...

...release/prodom99 forblast.@z);

viii) DOMO (<ftp://Hftj2jnf6biogen.fr/.pub/db/domo/>);  
ix) TREMBL ([ftp:// www .expasy.ch/databases/sp @tr-nrdb/fasta/](ftp://www.expasy.ch/databases/sp @tr-nrdb/fasta/))

The results of the homology searches performed on...

14/3,K/59 (Item 58 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00568298

COLLECTION AND ANALYSIS OF USER PROFILE INFORMATION

COLLECTE ET ANALYSE D'INFORMATIONS DE PROFIL D'UTILISATEUR

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP,

Inventor(s):

HANDEL Sean,

Search Report from Ginger D. Roberts

DAY Brian,  
YUEN Miya,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031671 A1 20000602 (WO 0031671)

Application: WO 99US27217 19991116 (PCT/WO US9927217)

Priority Application: US 98196395 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK  
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ  
BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT  
SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 20848

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the 1 5 supplier needs to complete a transaction or maintain customer records...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

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14/3,K/60 (Item 59 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00568291 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A GROUPED PROFILE NETWORK INTERFACE**

**SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A UNE INTERFACE DE RESEAUX DE PROFILS GROUPEES**

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP,

Inventor(s):

HANDEL Sean,

DAY Brian,  
YUEN Miya,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031664 A2 20000602 (WO 0031664)

Application: WO 99US27218 19991116 (PCT/WO US9927218)

Priority Application: US 98196336 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK  
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ  
BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT  
SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 20938

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

I 0 . Summary Agent

A suite of software agents running on the application and...

14/3,K/61 (Item 60 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00568283 \*\*Image available\*\*

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR EFFECTIVELY INTERACTING  
WITH A NETWORK USER

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE PERMETTANT D'INTERAGIR EFFICACEMENT  
AVEC UN USAGER DE RESEAU

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP,

Inventor(s):

BURKEY Chad,  
LOPATIN Sergei,  
HUGHES Lucian,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031656 A2 20000602 (WO 0031656)

Application: WO 99US27222 19991116 (PCT/WO US9927222)

Priority Application: US 98196482 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ

BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT

SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 21415

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and

descriptions, and addresses of the suppliers' **product web sites** .

The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 5 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer** .

The **Product Information Database** 1080 stores all **product** --related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server** . The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server** . The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer** . The **Web /Application server** 0 updates the supplier's **customer information database** 1850 with the inquiry information about the **customer** , The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser** .

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/62 (Item 61 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00568282 \*\*Image available\*\*

**SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR TUNING USER APPLICATION**  
**SYSTEME, PROCEDE ET ARTICLE FABRIQUE POUR UNE EXPERIMENTATION APPLICATIVE**

**ADAPTEE A L'UTILISATEUR**

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP,

Inventor(s):

HANDEL Sean,

DAY Brian,

YUEN Miya,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031655 A2 20000602 (WO 0031655)

Application: WO 99US27162 19991116 (PCT/WO US9927162)

Priority Application: US 98196483 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ

BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT

SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 21136

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's 5 **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/63 (Item 62 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00568258 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A CLIENT INTENTION  
APPLICATION EXPERIENCE  
SYSTEME, PROCEDE ET ARTICLE FABRIQUE CONVENANT A L'EXPERIMENTATION  
APPLICATIVE DES INTENTIONS D'UN CLIENT**

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP,

Inventor(s):

HANDEL Sean,

DAY Brian,

YUEN Miya,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031631 A1 20000602 (WO 0031631)

Application: WO 99US27160 19991116 (PCT/WO US9927160)

Priority Application: US 98195861 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ

BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT

SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 20967

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** I 090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** I 0 updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/64 (Item 63 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT



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00568257      \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A UBIQUITOUS, VIRTUAL  
PROFILE SYSTEM  
SYSTEME, PROCEDE ET ARTICLE FABRIQUE POUR SYSTEME DE PROFIL VIRTUEL ET  
UBIQUISTE**

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP,

Inventor(s):

HANDEL Sean,

DAY Brian,

YUEN Miya,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031630 A1 20000602 (WO 0031630)

Application: WO 99US27155 19991116 (PCT/WO US9927155)

Priority Application: US 98195852 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ

BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT

SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 20854

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and

descriptions, and addresses of the suppliers' **product web sites** .

The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer** .

The **Product Information Database** 1080 stores all **product** -related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server** . The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 11013...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server** . The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer** . The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer** . The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser** .

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/65 (Item 64 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2002 WIPO/Univentio. All rts. reserv.

00568252 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A PERSONALIZED PRODUCT REPORT**

**SYSTEME, PROCEDE ET ARTICLE FABRIQUE POUR RAPPORTS PRODUIT PERSONNALISES**

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP,

Inventor(s):

HANDEL Sean,

DAY Brian,

YUEN Miya,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031625 A2 20000602 (WO 0031625)

Application: WO 99US27170 19991116 (PCT/WO US9927170)

Priority Application: US 98196338 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ

BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT

SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 20766

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 11080 stores all **product** -related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/66 (Item 65 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2002 WIPO/Univentio. All rts. reserv.

00565082 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR ADVANCED MOBILE BARGAIN SHOPPING**

**SYSTEME, METHODE ET ARTICLE FABRIQUE POUR EMPLETTES PROMOTIONNELLES PAR UTILISATION D'UN DISPOSITIF MOBILE DE TECHNOLOGIE DE POINTE**

Patent Applicant/Assignee:

AC PROPERTIES B V,

GOTTSMAN Edward,

BRODY Adam,

Inventor(s):

GOTTSMAN Edward,

BRODY Adam,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200028455 A1 20000518 (WO 0028455)

Application: WO 99US26726 19991110 (PCT/WO US9926726)

Priority Application: US 98110817 19981112; US 98196339 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM

AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL

PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 21129

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**.

The **Product Information Database** 1080 stores all **product**-related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

0 Figure...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer**. The **product** and

pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/67 (Item 66 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2002 WIPO/Univentio. All rts. reserv.

00565069 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR ADVANCED INFORMATION  
GATHERING FOR TARGETTED ACTIVITIES  
SYSTEME, METHODE ET DISPOSITIF DE COLLECTE D'INFORMATION DE POINTE  
CONCERNANT DES ACTIVITES CIBLEES**

Patent Applicant/Assignee:

AC PROPERTIES B V,  
BURKEY Chad,  
HO Denise,

Inventor(s):

BURKEY Chad,  
HO Denise,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200028442 A2 20000518 (WO 0028442)  
Application: WO 99US26727 19991110 (PCT/WO US9926727)  
Priority Application: US 98110818 19981112; US 98195875 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK  
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM  
AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL  
PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 21461

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer**,  
The **Product Information Database** 1080 stores all **product** -related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly through the Supplier's **Web Server** or application **server**. The **Customer Information Database** 1091 stores all of the **customer** information that the supplier needs to complete a transaction or maintain customer records.

Figure 10B...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product**

information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer** . The **Web /Application server** updates the supplier's **customer information database** 1850 with the inquiry information about the **customer** . The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**,  
Summary Agent  
A suite of software agents running on the application and **web** servers are programmed to take care of repetitive or mundane tasks for the user.  
The...

14/3,K/68 (Item 67 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00565040 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A CLIENT INTENTION NETWORKING EXPERIENCE**  
**SYSTEME, METHODE ET ARTICLE FABRIQUE AUX FINS D'UNE PRISE DE CONNAISSANCE DES INTENTIONS D'UN CLIENT SUR RESEAU**

Patent Applicant/Assignee:

AC PROPERTIES B V,  
HANDEL Sean P,  
DAY Brian,  
YUEN Miya,

Inventor(s):

HANDEL Sean P,  
DAY Brian,  
YUEN Miya,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200028413 A2 20000518 (WO 0028413)  
Application: WO 99US26729 19991110 (PCT/WO US9926729)  
Priority Application: US 98115515 19981112; US 98196479 19981119

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 21026

Fulltext Availability:

Detailed Description

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites** ,  
The **Customer Profile Database** 1060 contains personal information about the customers, such as name, address, social security number and credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information and transactional support to the **customer** .

I 0

The **Product Information Database** 1 080 stores all **product** -related information, such as features, availability and pricing. The **Product Order Database** 1090 stores all **customer** orders. The interface to this **database** may be through an Enterprise Resource Planning application offered by SAP, Baan, Oracle or others, or it may be accessible directly

through the Supplier's **Web Server** or application **server** . The **Customer Information Database** 1091 stores all of the **customer** information that the 5 supplier needs to complete a transaction or maintain customer records.

Figure...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server** . The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer** . The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer** . The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web servers...

14/3,K/69 (Item 68 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00496329 \*\*Image available\*\*

**AUDIO CONTENT PLAYER METHODS, SYSTEMS, AND ARTICLES OF MANUFACTURE**  
**PROCEDES ET SYSTEMES DE RESTITUTION DE CONTENU AUDIO, ET ARTICLES FABRIQUES**

Patent Applicant/Assignee:

MOTOROLA INC,

Inventor(s):

LEEKE Steven D,

MACKINTOSH Gregory B,

STOJAKOVIC Edward,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9927681 A2 19990603

Application: WO 98US25092 19981124 (PCT/WO US9825092)

Priority Application: US 97976971 19971125

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GD GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV

MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG

UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE

CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN

GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 32727

Fulltext Availability:

Detailed Description

Detailed Description

... referred to as SelectedFlag) associated  
with the item is set to true in the promotions **database** .

Information in the **customer profile** needed to distribute  
the **item** to the end user (e.g. a name and a shipping  
address or an electronic...

...of the

item or can deliver an electronic copy of the item via  
the electronic **network** 100. The number of testing  
credits is reset to zero. The PromotionEnableDate is  
set to...

14/3,K/70 (Item 69 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00490976 \*\*Image available\*\*

**SYSTEM AND METHOD OF TARGETED MARKETING**  
**SYSTEME ET METHODE DE MARKETING CIBLE**

Patent Applicant/Assignee:

MARKETSWITCH CORPORATION,  
JONES Charles L III,  
EGINTON William A,

Inventor(s):

JONES Charles L III,  
EGINTON William A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9922328 A1 19990506

Application: WO 98US22613 19981026 (PCT/WO US9822613)

Priority Application: US 97958675 19971027

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GD GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV  
MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG  
US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT  
BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA  
GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 11556

Fulltext Availability:

Claims

Claim

... for targeted marketing of goods and services to specific consumers of  
claim 23 wherein the **customer** database further comprises:

a **customer** transaction history **database** ;

a **customer** **profile** **database** ;

a ...demographic and statistical data database; and

means to revise the data structures stored in the **customer** **database**  
to reflect **customer** purchasing experiences. 1 0 25. The system for  
**targeted** marketing of **goods** and services to specific consumers of 1 1  
claim 23 wherein the channels of communication are taken from the group  
consisting of invoice mailings, statement mailings, the **Internet** ,  
electronic mail, and telephones.

26 The system for targeted marketing of goods and services to...

14/3,K/71 (Item 70 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00488451 \*\*Image available\*\*

**INTEGRATED CUSTOMER INTERFACE FOR WEB BASED COMMUNICATIONS NETWORK**  
**MANAGEMENT**

**INTERFACE CLIENT INTEGREE POUR LA GESTION DE RESEAUX DE COMMUNICATIONS**  
**BASES SUR LE WEB**

Patent Applicant/Assignee:

BARRY B Reilly,  
CHODORONEK Mark A,  
DEROSE Eric,  
GONZALES Mark N,  
JAMES Angela R,  
LEVY Lynne,

Product Considerations

a) How well integrated is the editor with other tools in the...shading and color gradation, This format is more appropriate where file size is an issue ( **web pages** ).

Video

The high cost and complexity of video production equipment, along with the skills required...

**14/3,K/46 (Item 45 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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00755439 \*\*Image available\*\*

**A SYSTEM AND METHOD FOR DELIVERING TARGETED PRODUCT SAMPLES AND MEASURING CONSUMER ACCEPTANCE VIA A COMPUTER NETWORK**

**SYSTEME ET PROCEDE DE LIVRAISON D'ECHANTILLONS DE PRODUITS CIBLES ET DE MESURE DE LEUR ACCEPTATION PAR LE CONSOMMATEUR VIA UN RESEAU INFORMATIQUE**

Patent Applicant/Assignee:

SUPERMARKETS ONLINE INC, 500 West Putnam Avenue, Greenwich, CT 06830, US,  
US (Residence), US (Nationality)

Inventor(s):

ROCHON David, 5 Stony Brook Road, Westport, CT 06880, US

MURRAY Thomas, 114 Peaceable Street, Ridgefield, CT 06877, US

Legal Representative:

GHOLZ Charles L, Oblon, Spivak, McClelland, Maier & Neustadt, P.C.,  
Crystal Square Five, 4th floor, 1755 Jefferson Davis Highway,  
Arlington, VA 22202, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200068849 A1 20001116 (WO 0068849)

Application: WO 99US26022 19991126 (PCT/WO US9926022)

Priority Application: US 99133364 19990510; US 99136791 19990528; US  
99418509 19991015

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK  
DM EE ES FI GB GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS  
LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM  
TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 5577

Fulltext Availability:

Detailed Description

Detailed Description

... an incentive based upon the data stored in either or both of the post sampling **product** purchase **database** 208 and the post-delivery consumer **survey database** 214. Furthermore, identifying why the consumer did not by the product will allow the manufacturer...

...the consumer indicates that the price 'Vas higher than a price of -1 Ia competing **product** , the manufacturer may **target** that **customer** for a discount based upon the price differential of a competing product. Similarly, the manufacturer...

...communicated to the customer in a variety of ways, including via email messages, via a **Web page** , and via normal mail.



14/3,K/47 (Item 46 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2002 WIPO/Univentio. All rts. reserv.

00740856 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DYNAMIC CONFIGURATION OF A MOBILE COMMUNICATION NETWORK**

**SYSTEME, METHODE ET ARTICLE FABRIQUE POUR CONFIGURATION DYNAMIQUE DE RESEAU DE COMMUNICATION MOBILE**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 Jb 'S Gravenhage, NL, NL  
(Residence), NL (Nationality)

Inventor(s):

GERSHMAN Anatole Vitaly, 522 W. Barry Avenue, Chicago, IL 60657, US  
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MEYERS James L, 1107 W. Wrightwood Apt. #1, Chicago, IL 60614, US

FANO Andrew E, 1137 Maple Avenue Apt. 1E, Evanston, IL 60202, US

Legal Representative:

BROWNE Robin F, Urquhart-Dykes & Lord, Tower House, Merrion Way, Leeds LS2-8PA, GB

Patent and Priority Information (Country, Number, Date):

Patent: WO 200054206 A2 20000914 (WO 0054206)

Application: WO 2000IB385 20000303 (PCT/WO IB0000385)

Priority Application: US 99263920 19990305

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 32603

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... and the suppliers. It includes product lists, features and descriptions, and addresses of the suppliers' **product web sites**. The **Customer Profile Database** 1060 contains personal information about tile customers, such as name, address, social security number and 10 credit card information, personal preferences, behavioral information, history, and **web site** layout preferences. The Supplier's **Web Server** 1070 provides access to all of the supplier's databases necessary to provide information...Server 1820. The user's preferences and personal information is obtained from an integrator's **customer profile database** 1830 and returned to the **Web /Application server**. The requested **product** information is extracted from the supplier's **product database** 1840 and **customized** for the particular **customer**. The **Web /Application server** updates the supplier's **customer** information **database** 1850 with the inquiry information about the **customer**. The **product** and pricing information is then formatted into a **Web Page** 1860 and returned to the customer's **Web Browser**.

Summary Agent

A suite of software agents running on the application and web...

Claim

... THE WEB  
9601/ BUY PRODUCT ON THE WEB  
FIGI 9  
SUBSTITUTE SHEET (RULE 26)  
T  
    **PRODUCT ORDER CUSTOMER**  
INFORMATION **DATABASE** INFORMATION  
DAT BASE DAT  
ci 1060  
1090  
1080 1070 1091  
1050 PROFILE  
DATAB  
flifli  
SUPPLIER'S **WEB** SERVER  
PR  
f1020  
HBO **INTERNET**  
CONTENT 0000099 (USTOMER'S  
DATABASE INTEGRATO S **WEB** SERVER  
1040  
DATABASE  
1030 FIGs 10A  
/30  
1001 IREQUEST  
T PAGE  
1003 100  
GET USER  
USER **PROFILE** PREFERENCES  
    **DATABASE** 1005  
1004@@ GETPAGE  
CONTENT CONTENT  
DATABASE  
1006@@ GET USER  
CENTRIC CONTENT  
1007-@@ CREATE PAGE  
USING...  
  
...30  
1@ D  
1510 SER REQUES  
ENT STATIST C  
PAGE  
1530 1520@@ GET USER  
USER **PROFILE** STATISTICS  
    **DATABASE** 7  
1540-,s,, NORMALIZE  
STATISTICS  
1560  
1550@@ GET STATISTICS  
FORMULAS CONTENT  
DATABASE  
1 570 GENERATE...  
  
...RODUCTREP  
ABOUTPRODU  
1630 1620 GET USER PROFILES  
OF USERS WHO HAVE

TUSA Michael,  
Inventor(s):  
BARRY B Reilly,  
CHODORONEK Mark A,  
DEROSE Eric,  
GONZALES Mark N,  
JAMES Angela R,  
LEVY Lynne,  
TUSA Michael,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9919803 A1 19990422  
Application: WO 98US20173 19980925 (PCT/WO US9820173)  
Priority Application: US 9760655 19970926

Designated States: AU BR CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT  
LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 90769

Fulltext Availability:  
Detailed Description

Detailed Description

... identification,  
authentication and access control used in the suite of  
applications. All access to the " **networkMCI** Interact"  
is controlled by userids and passwords, as explained  
herein. In addition, individual users are...

...objects are based upon the customer  
privilege models, i.e., entitlements, stored in a  
StarOE **database** . Thus, all information regarding  
**customers** and their access levels for each **product** in  
SUBSTITUTE SHEET (RULE 26)  
the suite of **network** applications to which the  
customers have subscribed are **stored** in a **customer**  
security **profile database** local to the StarOE.

Accordingly, StarOE provides the ability to prevent  
unauthorized, non-customer access...application  
servers 158 may make a request for entitlements within  
that application for a given **customer** . For example,  
the reporting component of the " **networkMCI** Interact"  
system, herein referred to as "StarWRS" **web** -based  
SUBSTITUTE SHEET (RULE 26)  
reporting system which provides a customer with their  
**network** priced and un-priced call detail data,  
generates a request for hierarchy data for Vnet...

14/3,K/72 (Item 71 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2002 WIPO/Univentio. All rts. reserv.

00484637 \*\*Image available\*\*

**AUTHENTICATION AND ENTITLEMENT FOR USERS OF WEB BASED DATA MANAGEMENT  
PROGRAMS**

**AUTHENTICATION ET OCTROI D'AUTORISATIONS POUR LES UTILISATEURS DE  
PROGRAMMES DE GESTION DE DONNEES SUR LE WEB**

Patent Applicant/Assignee:

AHLBERG Axel H,  
BECAR Allyn P,  
BRAND Gregory L,

FENLEY Douglas B,  
JONES Chester L,  
WYRICK Robert E,

Inventor(s):

AHLBERG Axel H,  
BECAR Allyn P,  
BRAND Gregory L,  
FENLEY Douglas B,  
JONES Chester L,  
WYRICK Robert E,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9915989 A1 19990401  
Application: WO 98US20159 19980925 (PCT/WO US9820159)  
Priority Application: US 9760655 19970926

Designated States: AU BR CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT  
LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 15819

Fulltext Availability:

Detailed Description

Detailed Description

... identification,  
authentication and access control used in the suite of  
applications. All access to the " **networkMCI** Interact"  
is controlled by userids and passwords. In addition,  
individual users are specifically granted access...

...are based upon the customer  
privilege models, referred to as entitlements, stored  
in a StarOE **database** . Thus, all information regarding  
**customers** and their access levels for each **product** in  
the suite of **network** applications to which the  
customers have subscribed are **stored** in a **customer**  
security **profile database** local to the StarOE.

Accordingly, StarOE provides the ability to prevent  
unauthorized, non-customer access...

14/3,K/73 (Item 72 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2002 WIPO/Univentio. All rts. reserv.

00484627

INTEGRATED BUSINESS SYSTEM FOR WEB BASED TELECOMMUNICATIONS MANAGEMENT  
SYSTEME D'ECHANGES COMMERCIAUX INTEGRES POUR LA GESTION DE  
TELECOMMUNICATIONS SUR LE WEB

Patent Applicant/Assignee:

BARRY B Reilly,  
CHODORONEK Mark A,  
DeROSE Eric,  
GONZALES Mark N,  
JAMES Angela R,  
LEVY Lynne,  
TUSA Michael,

Inventor(s):

BARRY B Reilly,  
CHODORONEK Mark A,  
DeROSE Eric,  
GONZALES Mark N,

JAMES Angela R,  
LEVY Lynne,  
TUSA Michael,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9915979 A1 19990401  
Application: WO 98US20170 19980925 (PCT/WO US9820170)  
Priority Application: US 9760655 19970926  
Designated States: AU BR CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT  
LU MC NL PT SE  
Publication Language: English  
Fulltext Word Count: 88075

Fulltext Availability:  
Detailed Description

Detailed Description

... the user changes the password, the new password is transmitted in real time to a **server** responsible for updating and keeping the password entry for the user. The user then enters...e RTM as shown at step 112, the desired application is invoked by retrieving a **Web** page having the application's URL as shown at step 119.

Each application gets...  
...interface of the COApE class. An applet's stopo method is called by the **Web** browser when the **Web** browser leaves the page from which the applet was loaded, in order to allow the...

...for any  
COAppFrame objects.

If the selected application is derived from java.applet Applet, the **Web** browser window containing.

the page from which the applet was launched is closed. This will cause the applet's stopo method to be called by **Web** browser. In its stopo method, the applet notifies the backplane that it has been stopped...

...box, etc. When such a request is received the backplane sends Logoff transaction to the **Web Server**.

The backplane closes toolbar and directs the **Web** browser to logon URL. Then the backplane exits. As further shown in Figure 6, the homepage provides links to other **Web pages**. For example, if Help hypertext is selected in step 122 from the application toolbar...

...window in step 124. Similarly, if customer support hypertext is selected in step 126, a **customer** support URL is launched in a new browser window in step 128. If a user...

...holds information including a user profile, applications and their entitlements. In order to minimize **network** traffic, the amount of data carried by the COUser is minimal initially, and get populated...

...processed. The requests are generally processed by retrieving information from the order Entry service. The **profile** information is then **stored** and populated in the COUser object should such information be requested again.

A COUser object...each product in the suite of network applications to which the customers have subscribed are **stored** in a **customer security profile database** local to the StarOE. Accordingly, StarOE provides the ability to prevent unauthorized, non-customer...

...to restrict view and/or update capabilities within an application or data set, i.e., **customers** may provide or restrict views of their "enterprise" data to subgroups within their organization.

By...customer may access.

As described previously,,all the information relating to entitlements for a given **customer** is **stored in customer profile database 160** located with the StarOE server. When the backplane requests via TCP/IP the entitlement...entitlements within that application for a given customer. For example, the reporting component of the "**networkMCI Interact**" system, herein referred to as "**StarWRS**" **web** -based reporting system which provides a customer with their **network** priced and un-priced call detail data, generates a request for hierarchy data for Vnet...

14/3,K/74 (Item 73 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00484608

**INTEGRATED CUSTOMER INTERFACE FOR WEB-BASED DATA MANAGEMENT**  
**INTERFACE CLIENTS INTEGREE POUR LA GESTION DE DONNEES BASEE SUR LE WEB**  
Patent Applicant/Assignee:

BARRY B Reilly,  
CHODORONEK Mark A,  
DEROSE Eric,  
GONZALES Mark N,  
JAMES Angela R,  
LEVY Lynne,  
TUSA Michael,

Inventor(s):

BARRY B Reilly,  
CHODORONEK Mark A,  
DEROSE Eric,  
GONZALES Mark N,  
JAMES Angela R,  
LEVY Lynne,  
TUSA Michael,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9915960 A2 19990401  
Application: WO 98US20136 19980925 (PCT/WO US9820136)  
Priority Application: US 9760655 19970926

Designated States: AU BR CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT  
LU MC NL PT SE

Publication Language: English  
Fulltext Word Count: 39139

Fulltext Availability:  
Detailed Description

Detailed Description

... are based upon the customer privilege models, i.e., entitlements, stored in a OE application **database**. Thus, all information regarding **customers** and their access levels for each **product** in the suite of **network** applications to which the customers have subscribed are **stored** in a **customer security profile database** local to the OE application.

Accordingly, OE application provides the ability to prevent unauthorized, non...

**14/3,K/75 (Item 74 from file: 349)**  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2002 WIPO/Univentio. All rts. reserv.

00443927

**A COMMUNICATION SYSTEM ARCHITECTURE**  
**ARCHITECTURE D'UN SYSTEME DE COMMUNICATION**

Patent Applicant/Assignee:

MCI WORLDCOM INC,  
EASTEP Guido M,  
LITZENBERGER Paul R,  
OREBAUGH Shannon R,  
ELLIOTT Isaac K,  
STELLE Rick,  
SCHRAGE Bruce,  
BAXTER Craig A,  
ATKINSON Wesley,  
KNOSTMAN Chuck,  
CHEN Bing,  
VANDERSLUIS Kristan,

Inventor(s):

EASTEP Guido M,  
LITZENBERGER Paul R,  
OREBAUGH Shannon R,  
ELLIOTT Isaac K,  
STELLE Rick,  
SCHRAGE Bruce,  
BAXTER Craig A,  
ATKINSON Wesley,  
KNOSTMAN Chuck,  
CHEN Bing,  
VANDERSLUIS Kristan,  
JUN Fang DI,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9834391 A2 19980806  
Application: WO 98US1868 19980203 (PCT/WO US9801868)  
Priority Application: US 97794555 19970203; US 97794114 19970203; US 97794689 19970203; US 97807130 19970210; US 97798208 19970210; US 97795270 19970210; US 97797964 19970210; US 97800243 19970210; US 97798350 19970210; US 97797445 19970210; US 97797360 19970210

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD  
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE  
CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML  
MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 156226

Fulltext Availability:

Detailed Description

Detailed Description

... the VNET translation.

PCI Personal computer that has the capability to dial in to an **Internet** PC2 service provider or a corporate intranet for the purpose of making or receiving **Internet** telephony calls. The following access methods might be used for this PC

**Internet** service provider

The PC dials an 800 number (or any other dial plan) associated with...

...The user of the

PC then follows normal log-on procedures to connect to the **Internet** .

Corporate Intranet

The PC dials an 800 number (or any other dial plan) associated with...

...exchange carrier. This fabric provides the connection between Ph1/PCI/PC2 and MCI's telephone **network** . It also provides local access to customer PBXs.

MCI SF1 Switching fabric for MCI (or...

...telephony service provider). These SFs are capable of performing traditional switching capabilities for MCI's **network** . They are able to make use of advanced routing capabilities such as those found in MCI's NCS ( **Network** Control System).

NCS The NCS provides enhanced routing services for MCI. Some of the products...

...DAP provides private

dialing plan capabilities to Vnet customers to give them a virtual private **network** . The DAP supports digit translation, origination screening, supplemental code screening, 800 remote access, and some special features such as **network** call redirect for this service. To support the call scenarios in this document, the NCS...

...data query to directory services in order to route calls to PCs.

Dir Svc 1 **Internet** Directory Services. The directory service performs.

Dir Svc 2 Call routing - As calls are made to subscribers using **Internet**

telephony services from MCI, the directory service must be queried to determine where the call...privileges restricting the ability of the subscriber to place certain types of calls.

ITG 1 **Internet** Telephony Gateway - The **Internet** Telephony Gateway

ITG 2 provides a path through which voice calls made be bridged between



an IP **network** and a traditional telephone **network** .

To make voice calls from an IP **network** to the PSTN, a PC software package is used to establish a connection with the...

...on behalf of the PC user. Once the ITG makes the connection through the voice **network** to the destination number, the ITG provides services to convert the IP packetized voice from...

...packetized voice for the PC.

To make voice calls from the PSTN to the IP **network** , a call will be routed to the ITG via PSTN routing mechanisms. Once the call...

...ITGs also provide a connection between the corporate Intranet and the PBX.

IAD 1 The **Internet** access device provides general dial-up **Internet** access

IAD 2 from a user's PC to the **Internet** . This method of connecting to the

**Internet** may be used for **Internet** telephony, but it may also be simply used for **Internet** access. When this device is used for **Internet** telephony, it behaves differently than the ITG. Although the IAD is connected to the PSTN...

...The IAD can be thought of as a modem pool that provides access to the **Internet** .  
PBX 1 Private Branch Exchange - This is customer premise equipment  
PBX 2 that provides connection...to customer  
PC 12 Intranets. For the purposes of these call flows, the PCs have **Internet** Telephony software that allow the user to make or receive PC21 calls.

PC22

E1 Re...

...in to a directory

service

PC Directory

Services

VNET, \*Password,IP,

\*Configuration Data%.

1) PC **Online**

Authenticate user VNET PC connects

Update Profile with 1? to corporate Intranet

2) PC **Online** Ack Ack, \*security key and Config data

Optional data depending upon implementation

1. The user for a PC connects their computer to an IP **network** , turns on the computer and starts an IP telephony software package. The software package sends a message to a directory service to register the computer as ' **on - line** ' and available to receive calls. This **on line** registration message would most likely be sent to the directory service in an encrypted format...

...the following information.

Is 0 Some sort of identification of the computer or virtual private **network** number that may be used to address this computer.

In this VNET scenario, this is...

...IP address identifying the port that is being used to connect this computer to the **network** . This address will be used by other IP telephony software packages to establish a connection...

...use  
special features during a connection.

The location of the directory service to receive this ' on - line ' message will be determined by the data distribution implementation for this customer. In some cases...subscribing to a VNET service, in other cases it might be a national or worldwide **database** for all **customers** of a service provider (MCI). This location is configured in the telephony software package running...next best choice is selected according to a network topology map kept on the directory **server** .

If no Access Device Site Code is found on the directory **server** 1082, then the **client** 1080 has accessed the **network** through a device which cannot update the directory server 1082. If this is the case, the Client Ping Method described above is used to locate the best alternative **internet** telephony gateway 1084.

(3) User Profile Method  
Another method for selection of an Internet Telephony...

14/3,K/76 (Item 75 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00432616

**A COMMUNICATION SYSTEM ARCHITECTURE  
SYSTEME, PROCEDE ET PRODUIT MANUFACTURE POUR L'ARCHITECTURE D'UN SYSTEME DE  
COMMUNICATION**

Patent Applicant/Assignee:

MCI COMMUNICATIONS CORPORATION,  
ELLIOTT Isaac K,  
STEELE Rick D,  
GALVIN Thomas J,  
LAFRENIERE Lawrence L,  
KRISHNASWAMY Sridhar,  
FORGY Glen A,  
REYNOLDS Tim E,  
SOLBRIG Erin M,  
CERF Vinton,  
GROSS Phil,  
DUGAN Andrew J,  
SIMS William A,  
HOLMES Allen,  
SMITH Robert S II,  
KELLY Patrick J III,  
GOTTLIEB Louis G,  
COLLIER Matthew T,  
WILLE Andrew N,  
RINDE Joseph,  
LITZENBERGER Paul D,  
TURNER Don A,  
WALTERS John J,

Search Report from Ginger D. Roberts

EASTEP Guido M,  
MARSHALL David D,  
PRICE Ricky A,  
SALEH Bilal A,

Inventor(s):

ELLIOTT Isaac K,  
STEELE Rick D,  
GALVIN Thomas J,  
LAFRENIERE Lawrence L,  
KRISHNASWAMY Sridhar,  
FORGY Glen A,  
REYNOLDS Tim E,  
SOLBRIG Erin M,  
CERF Vinton,  
GROSS Phil,  
DUGAN Andrew J,  
SIMS William A,  
HOLMES Allen,  
SMITH Robert S II,  
KELLY Patrick J III,  
GOTTLIEB Louis G,  
COLLIER Matthew T,  
WILLE Andrew N,  
RINDE Joseph,  
LITZENBERGER Paul D,  
TURNER Don A,  
WALTERS John J,  
EASTEP Guido M,  
MARSHALL David D,  
PRICE Ricky A,  
SALEH Bilal A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9823080 A2 19980528  
Application: WO 97US21174 19971114 (PCT/WO US9721174)  
Priority Application: US 96751203 19961118; US 96751668 19961118; US  
96752271 19961118; US 96758734 19961118; US 96751209 19961118; US  
96751661 19961118; US 96752236 19961118; US 96752487 19961118; US  
96752269 19961118; US 96751923 19961118; US 96751658 19961118; US  
96752552 19961118; US 96751933 19961118; US 96751663 19961118; US  
96746899 19961118; US 96751915 19961118; US 96752400 19961118; US  
96751922 19961118; US 96751961 19961118

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN  
MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU  
ZW GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES  
FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD  
TG

Publication Language: English

Fulltext Word Count: 168195

Fulltext Availability:

Detailed Description

Detailed Description

... the ARU or displayed from their Personal Home Page. Each greeting is maintained separately and **customized** to the features available through each interface (ARU or Personal Home Page).

S. List Management...3. A phone to PC call where the DAP or PBX triggers out to the **Internet** Directory Service to identify the terminating IP address and ITG for routing the call. The...

14/3,K/77 (Item 76 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00418748 \*\*Image available\*\*

**SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS PROTECTION**

**SYSTEMES ET PROCEDES DE GESTION DE TRANSACTIONS SECURISEES ET DE PROTECTION DE DROITS ELECTRONIQUES**

Patent Applicant/Assignee:

INTERTRUST TECHNOLOGIES CORP,

Inventor(s):

GINTER Karl L,  
SHEAR Victor H,  
SIBERT W Olin,  
SPAHN Francis J,  
VAN WIE David M,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9809209 A1 19980305

Application: WO 97US15243 19970829 (PCT/WO US9715243)

Priority Application: US 96706206 19960830

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN  
MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW  
GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI  
FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 195626

Fulltext Availability:

Detailed Description

Detailed Description

... or the electronic appliance may "register" the  
new object by including appropriate information within secure  
database 610.

- 333

Communications Subsystem 776

Communications subsystem 776, as discussed above, may  
be a conventional...

14/3,K/78 (Item 77 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00344642

**SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS PROTECTION**

**SYSTEMES ET PROCEDES DE GESTION SECURISEE DE TRANSACTIONS ET DE PROTECTION ELECTRONIQUE DES DROITS**

Patent Applicant/Assignee:

ELECTRONIC PUBLISHING RESOURCES INC,

Inventor(s):

GINTER Karl L,  
SHEAR Victor H,  
SPAHN Francis J,  
VAN WIE David M,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9627155 A2 19960906

Application: WO 96US2303 19960213 (PCT/WO US9602303)  
Priority Application: US 95388107 19950213  
Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB  
GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL  
PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AZ BY  
KG KZ RU TJ TM AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF  
CG CI CM GA GN ML MR NE SN TD TG  
Publication Language: English  
Fulltext Word Count: 207972

14/3,K/79 (Item 78 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00267125

**INTERACTIVE COMPUTER SYSTEM WITH MULTI-PROTOCOL CAPABILITY**  
**SYSTEME INFORMATIQUE INTERACTIF ADAPTABLE A DES PROTOCOLES MULTIPLES**

Patent Applicant/Assignee:

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LALONDE James E,  
RUFF Ritchey A,

Inventor(s):

LALONDE James E,  
RUFF Ritchey A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9415294 A1 19940707

Application: WO 93US12540 19931222 (PCT/WO US9312540)

Priority Application: US 92995798 19921223; US 9337220 19930326; US  
9386701 19930702

Designated States: AT AU BB BG BR BY CA CH CZ DE DK ES FI GB HU JP KP KR KZ  
LK LU LV MG MN MW NL NO NZ PL PT RO RU SD SE SK UA US VN AT BE CH DE DK  
ES FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD  
TG

Publication Language: English

Fulltext Word Count: 19602

Fulltext Availability:

Detailed Description

Detailed Description

... system and one or more predefined  
procedures for identifying and selecting information which  
fits the **stored** interest **profile** for that agent, so that the  
information can be transmitted to the user, The system...to persons about  
whom the system has  
stored interests or characteristics,  
In one embodiment, a **database** stores information  
about each **customer** of a company, which includes information  
about the likely interest of the **customer** , such as past  
**product** purchases, demographic information, **customer** inquiries  
and the like, At certain times (such as when new products are  
added to...

...communication at a distance,  
and includes not only voice communication over a standard  
land-line **network** , but also cellular phone communication,  
telefax communication, computer and/or modem communication,  
wireless **network** communication, cable communication, personal  
digital assistant communication and the like, If the agent  
indicates that...

# Search Report from Ginger D. Roberts

?show files;ds

File 2:INSPEC 1969-2002/Nov W2  
 (c) 2002 Institution of Electrical Engineers  
 File 35:Disertation Abs Online 1861-2002/Oct  
 (c) 2002 ProQuest Info&Learning  
 File 65:Inside Conferences 1993-2002/Nov W2  
 (c) 2002 BLDSC all rts. reserv.  
 File 99:Wilson Appl. Sci & Tech Abs 1983-2002/Sep  
 (c) 2002 The HW Wilson Co.  
 File 233:Internet & Personal Comp. Abs. 1981-2002/Oct  
 (c) 2002 Info. Today Inc.  
 File 256:SoftBase:Reviews,Companies&Prods. 82-2002/Oct  
 (c)2002 Info.Sources Inc  
 File 474:New York Times Abs 1969-2002/Nov 11  
 (c) 2002 The New York Times  
 File 475:Wall Street Journal Abs 1973-2002/Nov 11  
 (c) 2002 The New York Times  
 File 583:Gale Group Globalbase(TM) 1986-2002/Nov 11  
 (c) 2002 The Gale Group

Set	Items	Description
S1	24227	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (PRODUCT OR PRODUCTS OR GOODS OR MERCHANDISE OR ITEM? ?)
S2	3779	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (AD OR ADS OR ADVERTIS?)
S3	2373	(STORED OR SAVED OR PREEXIST? OR PRE()EXIST? OR DATABASE OR DATA()BASE OR DATABANK OR DATA()BANK OR "ON()FILE" OR ARCHIV-?) (5N) (PROFILE OR PROFILES OR QUESTIONNAIRE? ? OR QUESTION()N-AIRE? ? OR SURVEY? ?)
S4	1295051	PROFILE? ? OR QUESTIONNAIRE? OR QUESTION()NAIRE? OR SURVEY? ? OR FORM
S5	40799	(CUSTOMER? ? OR SHOPPER? ? OR SURFER? ? OR BUYER? ? OR CLIENT OR PRODUCT OR CATALOG OR MERCHANDISE) (5N) (DATABASE? OR DATA()BASE? OR DATA()BANK OR DATABANK? OR SERVER? OR ARCHIVE?)
S6	1270257	NETWORK? OR INTERNET? OR ONLINE OR ON()LINE OR CYBERSCAPE - OR WEB OR WEBSITE? OR WEB()SITE? OR WEBPAGE? OR WEB()PAGE? OR WWW OR (ELECTRONIC OR E) ()COMMERCE
S7	6	S1 AND S3 AND S5 AND S6
S8	0	S2 AND S3 AND S5
S9	0	S8 NOT S7
S10	2694	(S1 OR S2) AND S4
S11	738	S6 AND S10
S12	47	S5 AND S11
S13	41	S12 NOT (S7:S9)
S14	3	S1(S)S3(S)S5(S)S6
S15	47	S7 OR S13
S16	43	RD (unique items)

?t16/7/all

16/7/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

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7159529 INSPEC Abstract Number: C2002-02-7480-135

**Title: Distributed rapid prototyping-a framework for Internet prototyping and manufacturing**

Author(s): Tay, F.E.H.; Khanal, Y.P.; Kwok Kuen Kwong; Kim Cheng Tan

Author Affiliation: Nat. Univ. of Singapore, Singapore

Journal: Integrated Manufacturing Systems vol.12, no.6 p.409-15

Publisher: MCB University Press,

Publication Date: 2001 Country of Publication: UK

CODEN: IMSYEE ISSN: 0957-6061

Search Report from Ginger D. Roberts

SICI: 0957-6061(2001)12:6L.409:DRPF;1-L

Material Identity Number: N860-2001-006

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A)

Abstract: This paper focuses on the development of a distributed rapid prototyping system via the **Internet** to **form** a framework of **Internet** prototyping and manufacturing for the support of effective **product** development. The proposed methodology is **targeted** at a wide audience using a disparate range of computer systems to access remotely located rapid prototyping facilities via the **Internet** for prototype fabrication. The methodology is useful for both educational research for teaching evolving rapid prototyping technologies and remote scientific visualization. This approach is based on the merger of object-oriented modular software architecture and **client server** communications for the remote control of rapid prototyping hardware (called fused deposition modeling) via the **Internet**. Other **Web** tools are used to allow the remote user to have higher interactivity with the server applications that have a direct link with the front-end terminals controlling the rapid prototyping hardware. (11 Refs)

Subfile: C

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16/7/2 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

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6993326 INSPEC Abstract Number: C2001-09-7140-040

**Title: An academic radiology information system (RIS): a review of the commercial RIS systems, and how an individualized academic RIS can be created and utilized**

Author(s): Tamm, E.P.; Kawashima, A.; Silverman, P.

Author Affiliation: M.D. Anderson Cancer Center, Texas Univ., Houston, TX, USA

Journal: Journal of Digital Imaging Conference Title: J. Digit. Imaging (USA) vol.14, no.2, suppl.no p.131-4

Publisher: W.B. Saunders Co,

Publication Date: June 2001 Country of Publication: USA

CODEN: JDIMEW ISSN: 0897-1889

SICI: 0897-1889(200106)14:2+L.131:ARIS;1-4

Material Identity Number: D125-2001-004

U.S. Copyright Clearance Center Code: 0897-1889/2001/1402-1033\$35.00/0

Conference Title: 18th Symposium for Computer Applications in Radiology Annual Meeting. SCAR 2001

Conference Sponsor: Soc. Comput. Appl. Radiol

Conference Date: 3-6 May 2001 Conference Location: Salt Lake City, UT, USA

Language: English Document Type: Conference Paper (PA); Journal Paper (JP)

Treatment: Practical (P); Product Review (R)

Abstract: Current commercial radiology information systems (RISs) are designed for scheduling, billing, charge collection and report dissemination. Academic institutions have additional requirements for their missions for teaching, research and clinical care. The newest versions of commercial RISs offer greater flexibility than prior systems. We sent **questionnaires** to Cerner Corporation, ADAC Health Care Information Systems, IDX Systems, Per-Se' Technologies and Siemens Health Services regarding features of their products. All of the **products** we surveyed offer user- **customizable** fields. However, most **products** did not allow the user to expand their product's data table. The search capabilities of the products varied. All of the products supported the HL-7 (Health Level 7) interface and the use of SQL (Structured Query Language). All of the

products were offered with an SQL editor for creating **customized** queries and **custom** reports. All **products** included capabilities for collecting data for quality assurance and included capabilities for tracking "interesting cases", though they varied in the functionality offered. No product offered dedicated functions for research. Alternatively, radiology departments can create their own **client - server** Windows-based **database** systems to supplement the capabilities of commercial systems. Such systems can be developed with " **Web** -enabled" database products, like Microsoft Access or Apple Filemaker Pro. (0 Refs)

Subfile: C

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**16/7/3 (Item 3 from file: 2)**

DIALOG(R)File 2:INSPEC

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6650267 INSPEC Abstract Number: C2000-08-7120-069

**Title: The Wasabi Personal Shopper: a case-based recommender system**

Author(s): Burke, R.

Author Affiliation: Dept. of Inf. & Comput. Sci., California Univ., Irvine, CA, USA

Conference Title: Proceedings Sixteenth National Conference on Artificial Intelligence (AAI-99). Eleventh Innovative Applications of Artificial Intelligence Conference (IAAI-99) p.844-9

Publisher: AAAI Press, Menlo Park, CA, USA

Publication Date: 1999 Country of Publication: USA xxvi+998 pp.

ISBN: 0 262 51106 1 Material Identity Number: XX-1999-01742

Conference Title: Proceedings Sixteenth National Conference on Artificial Intelligence (AAAI-99). Eleventh Innovative Applications of Artificial Intelligence Conference (IAAI-99)

Conference Sponsor: American Assoc. Artificial Intelligence; ACM/SIGART; Defense Advance Res. Projects Agency; et al

Conference Date: 18-22 July 1999 Conference Location: Orlando, FL, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Practical (P)

Abstract: The Wasabi Personal **Shopper** (WPS) is a domain-independent **database** browsing tool designed for **online** information access, particularly for electronic product catalogs. Typically, **web** -based catalogs rely either on text search or query formulation. WPS introduces an alternative **form** of access via preference-based navigation. WPS is based on a line of academic research called FindMe systems. These systems were built in a variety of different languages and used **custom** -built ad -hoc databases. WPS is written in C++, and designed to be a commercial-grade software product, compatible with any SQL-accessible catalog. The paper describes the WPS and discusses some of the development issues involved in re-engineering our AI research system as a general-purpose commercial application. (15 Refs)

Subfile: C

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**16/7/4 (Item 4 from file: 2)**

DIALOG(R)File 2:INSPEC

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6434032

**Title: Service with a snarl [customer relationship management]**

Author(s): Vail, S.

Journal: Business & Technology p.42-3

Publisher: Reed Business Information,

Publication Date: Nov. 1999 Country of Publication: UK



CODEN: BUTEFR

Material Identity Number: F338-1999-010

Language: English Document Type: Journal Paper (JP)

Treatment: Economic aspects (E)

Abstract: Despite the millions of pounds pouring into call centre and **Web** technologies, British companies have a reputation for treating their consumers at best indifferently and at worst appallingly. By improving communications between customers and business, customer relationship management (CRM) technology is designed to provide a better service. In the UK, however, the hard reality is that most organisations don't want any direct contact with their customers, although they may protest otherwise. They are set up to sell products or services through a **network** of third parties in the **form** of shops or dealerships, and prefer an arms-length relationship. Suppliers selling CRM technology are suggesting that unless traditional companies start to deal directly with private or business customers, they will lose out to new **Internet** based businesses selling directly to customers sitting at keyboards. However traditional businesses can beat off the new competitors by exploiting their enormous **customer databases** to cross-sell different **products** to the same **customer** base. The same company should be able to sell gas, electricity, telephone and financial services-and CRM should help them to do it-although the risks and internal company upheaval involved are considerable. (0 Refs)

Subfile: D

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16/7/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

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6348463 INSPEC Abstract Number: C1999-10-6180G-002

**Title: Automating one-to-one customer care with smart interactive characters**

Author(s): Hayes-Roth, B.

Author Affiliation: Dept. of Comput. Sci., Stanford Univ., CA, USA

Journal: WEB Techniques vol.4, no.9 p.59-61, 63-5

Publisher: Miller Freeman,

Publication Date: Sept. 1999 Country of Publication: USA

CODEN: WETEFA ISSN: 1086-556X

SICI: 1086-556X(199909)4:9L:59:ACW;1-V

Material Identity Number: F184-1999-008

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Interactive characters represent a class of intelligent agents. They have an array of sophisticated skills. Building on foundational intelligent agent research carried out at Stanford University, Extempo has created a software technology for interactive characters, including a runtime engine serving multiple character-user interactions, as well as a development environment for creating characters. Like their human counterparts, our characters are smart and friendly. They play helpful roles, display distinctive personas and interact easily in natural-language conversation. With optional animation and voice media interfaces, our characters enhance their communications with meaningful gestures, facial expressions and voice input and output. Our characters give immediate, unlimited, personalized one-to-one service to every customer, 24 hours a day, 7 days a week. They remember past interactions, making each customer feel known and valued. They build relationships based on familiarity, affection and trust. Characters can also perform electronic behaviors, such as directing a customer's browser to a particular URL, searching the **Web** or sending e-mail. They can also access or record information in a company's back-end systems (including **product databases**, **customer profiles**, collaborative filtering and business rules). (0 Refs)

Subfile: C  
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16/7/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

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04032556 INSPEC Abstract Number: B9201-6150J-005, C9201-5470-024

**Title: Optimal routing for closed queueing networks**

Author(s): Cheng, W.C.; Muntz, R.R.

Author Affiliation: Dept. of Comput. Sci., California Univ., Los Angeles, CA, USA

Journal: Performance Evaluation vol.13, no.1 p.3-15

Publication Date: Sept. 1991 Country of Publication: Netherlands

CODEN: PEEVD9 ISSN: 0166-5316

U.S. Copyright Clearance Center Code: 0166-5316/91/\$03.50

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: Optimal routing is an important subclass of resource allocation and load balancing problems that has applications in file allocation, distributed database systems, local area **networks**, etc. The authors present a generalization of the vertex allocation theorem of Tripathi and Woodside. The vertex allocation theorem applies to routing of single **customer** chains in closed **product form networks**. Basically, the theorem states that to maximize the sum of throughputs, each **customer** should consistently use the same **server** for each request type rather than probabilistically choose among alternatives for each request. They show that vertex allocation is valid for any **network** of quasi-reversible queues and that the objective function can be any Markov reward function on the state space of the queueing **network** model. (26 Refs)

Subfile: B C

16/7/7 (Item 1 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs

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2478150 H.W. WILSON RECORD NUMBER: BAST02008900

**WAM!Net: private pipes for electronic media**

Bannan, Karen J;

EContent v. 25 no4 (Apr. 2002) p. 52-3

DOCUMENT TYPE: Feature Article ISSN: 1525-2531

ABSTRACT: A **profile** is provided of wide area media **network** WAM!Net. The company, which employs about 320 people worldwide, has 15,000 customers, including the U.S. Navy and a multitude of record companies, publishing houses, health care providers, and **advertising** agencies. All of WAM!Net's **customers** use the **network** as a means for transporting, storing, and receiving data in a secure manner using either a **client - server** or application service provider format. Murad Velani, WAM!Net's executive vice president of sales and marketing, describes the company as a digital version of FedEx. The services offered by WAM!Net are discussed.

16/7/8 (Item 2 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs

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1404442 H.W. WILSON RECORD NUMBER: BAST96055677

**Bounding errors introduced by clustering of customers in closed product - form queueing networks**

Cheng, William C; Muntz, Richard R  
Journal of the ACM v. 43 (July '96) p. 641-69  
DOCUMENT TYPE: Feature Article ISSN: 0004-5411

**ABSTRACT:** The authors derive insensitivity of conditional state probability distributions and fractional-linearity of Markov reward functions for a broad class of closed multichain product- **form networks** using the most basic flow balance conditions of these **networks** . Use of the station balance condition reveals that for a closed multichain pseudo-reversible **network** with a single customer per chain, the state probability distribution, conditioned on a **customer** being at any **server** in any class, is independent of the mean service needs of that customer. Pseudo-reversible queues are a class of restricted quasi-reversible queues satisfying the station balance condition. For a pseudo-reversible **network** , the mean waiting time of a **customer** at a **server** is proportional to the mean service time of that **customer** at the same **server** . Moreover, for the same **network** , a Markov reward function on the **network** states is a marginally fractional-linear function of the mean service times of a customer.

16/7/9 (Item 1 from file: 233)  
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00616354 00WK12-102

**Mobile commerce must jump hurdles to fulfill potential -- Promising technology needs easy-to-use applications and wide coverage to deliver revenue**

Williams, Aisha M; Wallace, Bob  
Information Week , December 11, 2000 , n816 p32-36, 2 Page(s)  
ISSN: 8750-6874

Reports that numerous challenges remain to keep the burgeoning mobile **electronic commerce** market from making it to the big leagues. Cites hurdles: very slow wireless **networks** ; lack of coverage in key areas; inadequate capacity; lack of standard protocols; and the amount of time, money, and expertise it takes to incorporate wireless technology in a company's information technology (IT) infrastructure. Enumerates the wireless **Internet** applications that companies are looking to offer within 2001: company electronic mail system; intranet access; electronic newsletters; order status; **Web site** without transactions; **Web site** with transactions; **network** applications; order entry; **customer database** / **profiles** ; scheduling; call center; supply chain; human resources; product catalog with commerce; **product** catalog without commerce; **custom** credit records; marketplace and auctions. Includes a photo and two charts. (MEM)

16/7/10 (Item 2 from file: 233)  
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00611040 00CW09-305

**The assembly line gets a Web interface -- Start-up Datasweep makes manufacturing info updates available on the Internet**

Johnson, Amy Helen  
Computerworld , September 25, 2000 , v34 n39 p104, 1 Page(s)  
ISSN: 0010-4841

Company Name: Datasweep  
URL: <http://www.datasweep.com>

**Profiles** Datasweep, a vendor of manufacturing execution systems (MES) based in San Jose, CA. Reports that Datasweep specializes in manufacturing

data collection and analysis. Explains that its Datasweep Advantage product is a **Web**-enabled application suite written in Java that puts PCs on the manufacturing line, where assembly operators type or swipe bar codes to enter the details of components used in goods. Mentions that Datasweep differs from its competitors in two ways: it can automate an assembly line in three months and it has the ability to feed near-realtime assembly line information to a **Web site** so that **customers** can track the status of an **item** being built. Names Flextronics International Inc. and Intuitive Surgical Inc. among its roster of clients. Cites Camstar Systems Inc., USData Corp., and GenRad Inc. as Datasweep's competitors. Includes a photo and two sidebars. (MEM)

16/7/11 (Item 3 from file: 233)

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00606858 00WK07-204

**Oracle and Cisco form CRM- networking alliance -- Vendors say businesses will be better able to manage interactions with customers**

Sweat, Jeff

Information Week , July 17, 2000 , n795 p34, 1 Page(s)

ISSN: 8750-6874

Company Name: Oracle; Cisco Systems

Reports that software developer Oracle Corp. and **networking** giant Cisco Systems Inc. have formed an alliance to integrate their respective **networking** and customer relationship management (CRM) systems. Mentions that when Oracle Applications Release 11i is finished, it will be able to plug into Cisco-driven **networks** and call centers, letting Oracle-based CRM systems use Cisco's **network** routing and telephony features. Cites a joint plan to build an **Internet** Protocol (IP) infrastructure that handles data, voice, e-mail, and **Web** traffic, and supports the integrated systems. Discusses other alliances between CRM and **networking** vendors such as Siebel Systems Inc. and Avaya Corp. and Nortel **Networks** Corp. and Clarify Inc. (MEM)

16/7/12 (Item 4 from file: 233)

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00549297 99IA10-007

**Remittance processing - getting paid is getting easier -- Convincing people to pay you may still be problematic, but payment processing is evolving into a smooth, automated process**

Lunt, Penny

Imaging & Document Solutions , October 1, 1999 , v8 n10 p43-48, 5 Page(s)

ISSN: 1063-4320

Company Name: Advanced Financial Solutions; Acuracy.com; BankTec; J & B Software; Wausau

URL: <http://www.afsimage.com> <http://www.aguracy.com> <http://www.banktec.com> <http://www.tmsimage.com> <http://www.wausaufs.com>

Product Name: AFS ImageVision; Aqurit; PayCourier; TMS Image 2000; Image RPS

Describes the evolution of automatic remittance processing and discusses three systems that use enhanced ``CAR'' and ``LAR'' engines that are designed to recognize courtesy amounts and legal amounts on checks. Says that **Web** technology is gradually changing the **form** of remittance processing with increased **Internet** access to checks, payment coupons, and other new remote processing features. Describes the use of image archives by seven companies to provide access to checks and payment documents over

the **Web** . Products discussed include: Advanced Financial Solutions' ImageVision, an SQL-based image **archive** ; BancTec's new PayCourier **product** ; J & B Software's TMS Image 2000 system with iPay **Internet** payment feature; Wausau's Image RPS with a **Web** -enabled **archive** through which employees and **customers** may access imaged documents; and other **products** from Netvantage and Aquaracy.com. Includes three screen displays, one table, and one product source guide. (HHW)

16/7/13 (Item 5 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00549152 99EN10-001

**Study finds top e - commerce servers a deal at any price -- Six top vendors continue to differentiate their products in price and capabilities**

Nevans, Lisa

Electronic Commerce News , October 4, 1999 , v4 n40 p1-2, 2 Page(s)

ISSN: 1086-2870

Company Name: InterWorld; Oracle; IBM Corp.; BroadVision; Microsoft

Product Name: Commerce Exchange 2.5; iStore 3i Release 3.1.1;

Net.Commerce 3.2; One-to-One Commerce 4.1; Microsoft Site Server 3.0 Commerce Edition

Reports on the six leading **e - commerce** servers which include Commerce Exchange 2.5 by InterWorld; iStore 3i Release 3.1.1 by Oracle; Net.Commerce 3.2 by IBM; One-to-One Commerce 4.1 by BroadVision; Site Server 3.0 Commerce Edition by Microsoft and Transact 4.2.1 by Open Market. Indicates that functions of products vary greatly and prices range from \$5,000 to \$400,000 or more. States that a 325-page report by the Patricia Seybold Group found significant differences in the way servers support marketing, shopping, and fulfillment. Highlights IBM's shopper assistance features which takes a **customer** who knows nothing about a **product** through an intuitive decision-making process. Reports that InterWorld's offering cost \$400,000, but is necessary for high-volume sites with significant company resources allocated to **e - commerce** . (sps)

16/7/14 (Item 6 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00540045 99EA07-007

**Increase your bottom line: automate customer service and marketing -- Aptex Software SelectResponse and SelectCase provide ``intelligent'' responses to e-mail, Web -based queries, customer**

Edwards, Larry M

e-Business Advisor , July 1, 1999 , v17 n7 p30-35, 4 Page(s)

ISSN: 1098-8912

Company Name: Aptex Software

URL: <http://www.aptex.com>

Product Name: Aptex SelectResponse 3.0; Aptex SelectCast

Presents a review of Aptex SelectResponse 3.0 and Aptex SelectCast from Aptex Software, Inc. of San Diego, CA. (619). Says that the software provides custom tailored responses to customer e-mail and FAQs. Received favorable ratings by Forrester Research in its review of personalized software applications. States that advantages to using these systems include decreased overhead costs by reducing personnel requirements, improved customer satisfaction with faster response times, and improved customer support with more precise answers to e-mail and **Web** -based inquiries. Adds that the systems can **target product** recommendations based on user **profiles** , personalize news, and **Web** content. Cautions that this software application is very expensive and that in order to make

a wise decision, thorough investigation and planning must take place.  
Contains two sidebars and two screen displays. (sps)

16/7/15 (Item 7 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00522248 99IO01-010

**All around news -- News Circle is a customisable, independent, desktop news service. Kathy Miller investigates this latest offering from the...**

Miller, Kathy

Information World Review , January 1, 1999 , n143 p8, 1 Page(s)

ISSN: 0950-9879

Announces a trial offer of a new **product** called News Circle, a **customized** desktop service of access to global sources of news, financial data, and company information on the **Web** from business intelligence company Jacobs Company in the Netherlands. Reports the service will have four main products: full-text publications from companies such as Dow Jones, Economist Intelligence Unit, and VNU; Industry Monitor with trends in business sectors; Company Briefing Report, with complete company **profiles** ; and Same Time News, with up-to-the-minute financial, corporate, and international news, 24 hours a day. Cites Ron Jacobs, who along with partner Michel van Zijst, wants to keep the company private and independent, trying to keep costs down by negotiating lower 'per user' pricing with vendors. Includes one photo. (bjp)

16/7/16 (Item 8 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00507275 98LA09-101

**Database managers prep for next wave**

Sprenger, Polly

LAN Times , September 14, 1998 , v15 n19 p1, 7, 2 Page(s)

ISSN: 1040-5917

Provides a **profile** on Microsoft, IBM, and Oracle, and how they are preparing versions of their respective databases that significantly expand functions such as data warehousing, Java support, and **Internet** connectivity. Says the forthcoming products, which include Microsoft SQL Server 7.0, IBM DB2 5.2, and Oracle 8i, are all due out this fall. Explains although IT managers are eagerly awaiting new **Internet** capabilities, some are confused about the message of a bigger, better database that can do everything. Adds with the relational database market looking lackluster, vendors are trying to regain attention by any means necessary. Concludes all three vendors are walking a fine line between providing significant new features for the **database** without alienating **customers** who already know the **product** . Contains one sidebar. (EB)

16/7/17 (Item 9 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00495330 98PK05-105

**App servers extend the Web**

Gonsalves, Antone

PC WEEK , May 11, 1998 , v15 n19 p8, 1 Page(s)

ISSN: 0740-1604

Company Name: Computer Associates; NetDynamics

Provides a **profile** on IT managers, and how they are looking to develop

and deploy **Web** applications. Says Computer Associates is developing a new application **server** that makes it easier for **customers** to extend the company's **product** line to the **Web** ; and NetDynamics will offer a reusable component model based on Enterprise JavaBeans (EJB) in an upgrade of its namesake software. Adds Frontier offers a product based on the Microsoft's Component Object Model and will run on Windows NT; and NetDynamics will introduce BusinessBeans which will enable developers to move business logic to any environment that supports the EJB standard interface. Adds NetDynamics will begin shipping an interim build Version 4.1 of its application server with an SDK for building P Contains one chart. (EB)

16/7/18 (Item 10 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00489519 98PA03-001

**AI @ Work -- To give you a big picture look at AI in action, we've invited four vendors of AI-related products to tell us about their recent...**

PC AI , March 1, 1998 , v12 n2 p16-20, 5 Page(s)

ISSN: 0894-0711

Company Name: AcknoSoft; Neuron Data; Gensym; Genitor

URL: <http://www.neurondata.com> <http://www.gensym.com> [info@genitor.com](mailto:info@genitor.com)

Product Name: KATE; Elements Expert; G2; GENITOR

Provides **profiles** of vendors using artificial intelligence-related products. Explains that Analog Devices developed a system called Parametric Search to assist **customers** in finding **products** . Says that Parametric Search uses case-based reasoning to match **customer** searches with the correct **product** in Analog's inventory **database** . Also tells how TIBCO of Palo Alto, CA, used Neuron Data's Elements Expert to define and create a business logic model for inventory control, scheduling, and purchasing. Adds that this model can be adapted to respond to changing market conditions. Describes how France Telecom developed a telephone **network** traffic monitor to identify root problems in telephone service. Also says that Cimulus developed a data conversion utility and used Genitor Corporation's GENITOR to create the documentation while the software was being written. Includes four screen displays and two photos. (MKS)

16/7/19 (Item 11 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00274161 92IT04-037

**NYNEX completes national CD-ROM telephone directory**

Information Today , April 1, 1992 , v9 n4 p27, 1 Page(s)

ISSN: 8755-6286

Company Name: NYNEX Information Technologies

Product Name: NYNEX Fast Track Digital Directory

Announces that NYNEX Information Technologies has just wrapped up its national version of the NYNEX Fast Track Digital Directory, an electronic information **database** **product** containing 77 million telephone listings from all across the United States. Says that the flexible, frequently updated nine-disc system, shipping now, incorporates NYNEX's search-and-retrieval software. Features include full reverse search capabilities, automatic dialing via modem and user-defined function keys among others. Says that users may purchase any combination of the nine discs by prespecified regions as well as a LAN package and **custom** software **products** . Provides a brief corporate **profile** of NYNEX Information Technologies. (PAM)

16/7/20 (Item 12 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00175470 88DB08-001

**Who's behind the help desk?**

Klein, Regina

Database , August 1, 1988 , v11 n4 p15-20

Presents results of a **survey** of over 60 **database** producers and **online** services regarding personnel providing customer support. On the average, three to ten employees man the help line even though this is not their only responsibility. The average length of time on the job is one to two years, and the employee's educational background is typically a bachelor's degree in a field other than library or information science. A related article ``What the help desk needs from you'' by Marilee E. Winiarski (p. 20) presents a list of **items** of information which a **customer** service representative will need from a user in order to provide efficient service. (djd)

16/7/21 (Item 1 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00133817 DOCUMENT TYPE: Review

**PRODUCT NAMES: JProbe Suite 2.8.1 (755231)**

**TITLE: JProbe 2.8.1: Analyze this**

**AUTHOR:** Spielman, Sue

**SOURCE:** Java Pro, v5 n8 p16(1) Aug 2001

**ISSN:** 1096-4495

**HOME PAGE:** <http://www.java-pro.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Review

**GRADE:** A

Sitrada Software's JProbe Suite 2.8.1, an integrated suite capable of analyzing Java enterprise applications, provides tools for profiling, memory debugging, analyzing threads, and code coverage of test cases used by an application. JProbe Suite 2.8.1 permits programmers to locate performance speed-bumps, excessive object creation, thread deadlocks, and stall and race conditions. JProbe 2.8.1 is meant for **client** - and **serverside** Java development environments and runs on UNIX and Windows platforms. They can be integrated with an integrated development environment (IDE) on Windows platforms only, and supported IDEs are JBuilder 3.5 and 4.0, VisualCafe 3.0 and 4.0, and VisualAge 3.0 and 3.5. When JProbe Suite 2.8.1 is installed, Sitrada's JDK 1.1.7 and 1.1.8 virtual machines are launched and used to run JProbe Suite 2.8.1 and to **profile**, test, and analyze Java code. Users of Java 2 must install a supported Java 2 VM. Servlet, Enterprise JavaBeans (EJBs), and serverside application tuning are provided by the ServerSide Suite. With JProbe LaunchPad, the user can **customize** JProbe **products** to integrate any of the major **Web** servers. LaunchPad includes as defaults WebSphere, WebLogic, JRun, and Servlet Runner. Three tools make up JProbe Suite 2.8.1: JProbe Coverage, JProbe **Profiler**, and JProbe Threadalyzer.

REVISION DATE: 20020228



16/7/22 (Item 2 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00132386 DOCUMENT TYPE: Review

**PRODUCT NAMES:** QUIQ Connect (050067); AbiliTec (002259); Relevancy  
Delivery Network (T/RDN) (060836); Tea Commerce (061026); Participate  
Enterprise (055468)

**TITLE:** Spy On Your Customers (They Want You To)

**AUTHOR:** Tedeschi, Bob

**SOURCE:** Smart Business for the New Economy, v14 n8 p58(5) Aug 2001

**ISSN:** 1528-4034

**HOME PAGE:** <http://www.smartbusinessmag.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Product Analysis

**GRADE:** Product Analysis, No Rating

QUIQ's QUIQ Connect, Acxiom's AbiliTec, TIAN's Relevancy Delivery Network (T/RDN), TeaLeaf's Tea Commerce, Participate.com's Participate Community Knowledge Technology Platform are highlighted in a discussion of new Web tracking technology that generates paying customers among browsers. Although customer tracking and Web personalization tools are not without their glitches and omissions and are usually expensive, these tools can 'go a long way toward helping you understand information you collect about buyers' habits and preferences--and take it one step further.' Travelocity targets marketing campaigns with Teradata software that merges clickstream analysis and data warehousing. Such tools as Personify CI and Keylime LimeLight refine analysis by tagging particular pages on a Web site. Each time a customer visits a tagged page, this fact is added to a customer profile in a database. QUIQ Connect enables Compaq to host its online support forum, a chatroom where customers post questions and answers about Compaq products and services. A large database has been constructed from information posted in the forum, and QUIQ Connect's technology uses the information to help Compaq run personalized product analysis. Relevancy Delivery Network tracks customers in real time, and AbitiTec tracks customers' purchases made at business-to-business (B2B) stores, from catalogs, and via the Web, and puts all the data in one central database.

REVISION DATE: 20011224

16/7/23 (Item 3 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00128911 DOCUMENT TYPE: Review

**PRODUCT NAMES:** Kana Advisor 6 (038156)

**TITLE:** Anticipating Customer Needs: Kana Advisor applies business rules...

**AUTHOR:** Wallace, David J

**SOURCE:** Knowledge Management, v4 n3 p72(1) Mar 2001

**HOME PAGE:** <http://www.kmmag.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Product Analysis

**GRADE:** Product Analysis, No Rating

Search Report from Ginger D. Roberts

Kana Communications' Kana Advisor 6, a customer relationship management (CRM) application, is a 'guided selling' toolset that allows merchants to ask consumers what they want and to predict future buying. The software asks World Wide **Web site** visitors questions, then compares answers to a **database of customer profiles**. Advisor then can make **product** suggestions based on the ostensible needs of the customer. Advisor also assists with internal sales when suppliers order special parts, ask for best prices, or make other consultation-based pre-transaction requests. According to an analyst, customer service is still absent from most **online** transactions, but without it, companies that want to upsell or cross-sell at purchasing time have to depend on earlier transactions to determine what other, similar customers have purchased. **Online** merchants need to be able to apply business logic to customer behavior and connect purchase transactions to other potential sales. This is possible with Advisor, which compares items from one or more manufacturers, says Stefania Nappi, VP of Kana and creator of Advisor. Advisor provides a historical database that permits site owners, to construct a profile, which in turn can be used to forecast sales. Advisor uses preset questions, compiles answers, and compares them to a **stored database of profiles** to glean details about customers.

REVISION DATE: 20011130

16/7/24 (Item 4 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00124534 DOCUMENT TYPE: Review

**PRODUCT NAMES:** Internet **Marketing** (835552)

**TITLE:** Brick 'N Mortar Vs. Dot-Com  
**AUTHOR:** Mottl, Judith N  
**SOURCE:** Information Week, v791 p61(5) Jun 19, 2000  
**ISSN:** 8750-6874  
**HOME PAGE:** <http://www.informationweek.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Product Analysis  
**GRADE:** Product Analysis, No Rating

Staples.com, the **online** unit of retailer Staples, had to completely redesign its **Web site** to improve **online** customer service and become competitive as a clicks-and-bricks vendor. Staples listened to customers and aggregated consumer feedback since the initial launch. Focus groups, an in-house user group, and an independent **survey** provided feedback that allowed Staples to home in on customers' needs. Many pure-play **online** retailers are feeling the pinch as strong clicks-and-bricks vendors beef up their efforts. Some recent pure-play casualties have been Toysmart.com, Foofoo.com, Boo.com, HealthShop.com, and Red Rocket. However, Shop.org, an **online** retail trade group, says the business to consumer (B2C) **Internet** pure-plays can still survive, and that the B2C market will expand by 85 percent in 2000 to exceed \$61 billion. A recent report from the U.S. Commerce Department says **online** retail is powerful in many industry segments, including computers, cars, books, sporting goods, and catalog sales. Although many analysts expected a precipitous drop after Christmas, that never occurred. This is a good sign for all **online** vendors, but clicks-and-bricks vendors should emphasize brand recognition, customer service, and customer satisfaction to expand and markets. Comments are provided by spokespeople for Dress Barn and Saks, both of which have the

advantages of offline back-end fulfillment systems and **catalog / database** architectures.

REVISION DATE: 20011130

16/7/25 (Item 5 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00120808 DOCUMENT TYPE: Review

PRODUCT NAMES: iLux Suite 2000 (762776)

TITLE: iLux personalizes your site to build profits: Analyses, customized...

AUTHOR: Heck, Mike

SOURCE: InfoWorld, v21 n51 p44(1) Dec 20, 1999

ISSN: 0199-6649

HOME PAGE: <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: B

iLux's iLux Suite 2000, a World Wide **Web** analysis package, gets very good marks overall, especially for the ability to collect data a from site visits and corporate databases, in-depth data mining, personalization features for **targeting product** offerings and marketing messages to individual visitors, and many electronic advertising tools. However, integration of all features requires the help of IT or consultants. iLux 2000 does deep analysis on site visitors' actions and captures **online** traffic. The Campaign Manager feature allows the user to define, schedule, deliver, and monitor **targeted advertising** using e-mail, dynamic banners, e-coupons, and pop-up billboards. iLux 2000 Enterprise assists in constructing a particularized **profile** to meet each site visitor's needs, an ability that can increase customer allegiance and increase sales. iLux 2000 Enterprise is more economical and provides more **customization** features than such high-end **products** as RightPoint Real-Time Marketing Suite, which has less powerful campaign construction features. Components include the iLux Server software, which manages **database** interactions, and two **client** applications, Ilux Enterprise Engineer and iLux Campaign Engineer. Testers easily installed the client components, but installation of the engineering packages requires assistance.

REVISION DATE: 20020630

16/7/26 (Item 6 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00119045 DOCUMENT TYPE: Review

PRODUCT NAMES: Talisma (722804)

TITLE: A Talisma for Firms Facing E-Mail Crises

AUTHOR: Kay, Emily

SOURCE: Computerworld, v33 n38 p82(1) Sep 20, 1999

ISSN: 0010-4841

HOME PAGE: <http://www.computerworld.com>

Search Report from Ginger D. Roberts

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

Aditi, the developer of Talisma, an e-mail and **Web form** management **product** for Windows platforms, also provides **custom** application development services and outsourced technical support services. Aditi is potentially a successful company because the market is wide open for e-mail management systems, according to an analyst. Aditi has some strong alliances, including those with Microsoft, Hewlett-Packard, and the Software Support Professional's Association. It is a self-funded company. However, Talisma uses the Microsoft Access database, which limits scalability. Talisma's next release addresses this limitation with support for Microsoft SQL **Server**. Aditi's **client** list is smaller than that of some competitors such as Kana Communications, which signed on 50 new customers in 2Q99, including The Chicago Board Options Exchange and Sony. E-mail managers are important in the **e - commerce** market, since **e - commerce** customers generally obtain service via e-mail. However, many corporate **Web sites** do not provide the quick, effective, accurate service wanted by **Web** customers. Talisma, a targeted customer service application, provides e-service that allows a group of customer service agents to manage **Web site** interactions by tracking and responding to electronic queries. RealNetworks uses Aditi's services to support over 72 million users of its RealPlayer multimedia software, citing Aditi's high-quality staff and lower costs.

REVISION DATE: 20020819

16/7/27 (Item 7 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00118051 DOCUMENT TYPE: Review

PRODUCT NAMES: Plumtree Server 3.0 (691267)

TITLE: Plumtree offers more control  
AUTHOR: Rapoza, Jim  
SOURCE: PC Week, v16 n28 p33(1) Jul 12, 1999  
ISSN: 0740-1604

RECORD TYPE: Review  
REVIEW TYPE: Review  
GRADE: B

Plumtree Software's Plumtree Server 3.0, the latest release of the corporate portal application, gets good marks overall, with an excellent feature set. New **customization** features increase its attractiveness, but the **product** is priced at the high end. Plumtree is more expensive than MyEureka, Netscape Communications' **Catalog Server**, or Report2Web 2.0. Administrators experienced with establishing database applications will find Plumtree Corporate Portal easy to set up, and the provided manual has good advice for configuring various portal components. Earlier versions could be administered only from the server, but a new Content Manager application in this release can be run remotely from a Windows NT system. The tool is competent and stable, but would be more user-friendly if it had a browser-based interface. Plumtree allows use of a browser to submit and approve new content, but not for more particularized content and user management. As in earlier releases, Plumtree 3.0 works very well to gain access to data from multiple resources, including World Wide **Web pages** and files/data sources for Lotus Development's Notes and Microsoft

Exchange. It also is excellent for classification of data directly from each type of data source. Another new feature allows the server to use multiple user identities so that managers can employ current user **profiles** in data sources, instead of adding a particular Plumtree user for each data source. Several other new features are described.

REVISION DATE: 20010430

16/7/28 (Item 8 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00116832 DOCUMENT TYPE: Review

PRODUCT NAMES: PointBase (753963)

TITLE: Database makers stake out mobile, Net turf  
AUTHOR: Hammond, Mark  
SOURCE: PC Week, v16 n10 p106(1) May 10, 1999  
ISSN: 0740-1604

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

PointBase's PointBase **database product targets** the mobile workforce, **server** -based **electronic commerce**, and embedded-device users. Cloudscape will also announce an upgrade to its database that provides new data encryption abilities needed for **e - commerce**. Both Cloudscape and PointBase, which was formerly called DataBean and then DataBahn, regard Java-enabled portability and platform independence as key to mobile and **Web** -based product development. They also are convinced that speed enhancements have made Java a viable technology. Bruce Scott, CEO of PointBase, notes that 'Being able to deploy anywhere is important...and people need to future-proof their applications as well as accommodate a heterogeneous environment.' PointBase employs a Java Database Connectivity (JDBC) application programming interface (API) and will provide an eXtensible Markup Language (XML) API in an upgrade later in 1999. The API provides two-way replication of data using technology from DataMirror. With replication, PointBase requires 900KB of storage, and in its smallest **form**, requires only 250KB. One user, Evergreen **Internet**, says its **e - commerce** engine, Ecential, operates transparently with PointBase and requires no database administration. Cloudscape 2.0 will provide new options for 32-bit and 64-bit encryption, and the company will also offer Cloudsync, a new replication option with support for application logic and the ability to ease bug fixing and upgrading for mobile users.

REVISION DATE: 20000228

16/7/29 (Item 9 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00116466 DOCUMENT TYPE: Review

PRODUCT NAMES: COM (Component Object Model) (516791); Microsoft BizTalk (741281); XML (837709); WebSphere (709549); Enterprise JavaBeans (677736)

TITLE: Sites Must Serve Customers

AUTHOR: Karpinski, Richard  
SOURCE: InternetWeek, v763 p16(1) May 3, 1999  
ISSN: 0746-8121  
HOMEPAGE: <http://www.internetwk.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

Microsoft's Common Object Model (COM) and Microsoft BizTalk, XML (eXtensible Markup Language), IBM's WebSphere Application Server, and Sun Microsystems' Enterprise JavaBeans are highlighted in a discussion of the results of a **survey** by Forrester Research that shows how today's **e-commerce** servers fall short of users' needs. Site builders need to provide more robust and customized experiences for site visitors. Forrester expects commerce servers to be supplanted by a new technique dubbed 'scenario assembly' on most sites. Scenario servers, or software that synthesizes the resources of the commerce site to meet the individual needs of each customer and provide a broader-based experience beyond ordering and catalog perusal. Systems that integrate with back-end databases on a one-to-one basis will give way to a grand architecture supported by a scenario server that more transparently manages information flow based on how customers want to interact with the commerce site. For instance, a scenario **server** could allow a **customer** to view a total price, including tax and shipping, while the **customer** evaluates **products**. Forrester advises site builders to select vendors that were among the first supporters of XML, EJ, and COM, and to first isolate the business processes to be replicated on the **Web**.

REVISION DATE: 20010430

16/7/30 (Item 10 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00115866 DOCUMENT TYPE: Review

PRODUCT NAMES: **ARIA (674672); SurfReport (613614); Accrue Insight (646652); I/Pro (745651)**

TITLE: Web Site Mining Gets Granular  
AUTHOR: Wilson, Tim  
SOURCE: InternetWeek, v758 p1(2) Mar 29, 1999  
ISSN: 0746-8121  
HOMEPAGE: <http://www.internetwk.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

A number of effective **Web** traffic analysis applications, such as Aria from Andromedia, SurfReport from Netrics.com, Accrue Insight from Accrue Software, and I/Pro from Engage Technologies, allow business users to mine customer information from their **Web sites**. Aria is a traffic-analysis tool that first identifies customer buying habits, then provides specialized inventories for them to choose from. SurfReport is capable of intelligently considering a company's overall **customer profile** when creating new **ad** campaigns or pursuing other company marketing efforts. Accrue Insight can follow **customer Web** navigation across multiple **Web servers** and comes with great data mining tools built in. I/Pro is designed for analyzing high-traffic **Web sites** and works well with the firm's user **profile** system.

REVISION DATE: 20010730

16/7/31 (Item 11 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00113263 DOCUMENT TYPE: Review

**PRODUCT NAMES: Mind-it (731242); Enterprise Minder (717436)**

**TITLE: Surfing with Sharks**

**AUTHOR: Angelica, Amara D**

**SOURCE: TechWeek, v1 n18 p1(3) Oct 5, 1998**

**HOME PAGE: <http://www.techweek.com>**

**RECORD TYPE: Review**

**REVIEW TYPE: Product Analysis**

**GRADE: Product Analysis, No Rating**

Netmind Services' Mind-it and Enterprise Minder are e-mail notification **products** that alert **customers** to new close-out **items** using an e-mail address form. About 23,000 users have registered for the service, which also provides delivery of company press releases to Yahoo!, and job postings at C|net and other sites. NetMind says that Mind-it tracks over 950,000 **Web sites** for changes. Enterprise Minder for the server is also available. These tools are examples of advanced **e - commerce** technologies that allow marketers to home in on customers' interests precisely by determining what a particular **Web** surfer wants. An expert says **Internet** marketing is more about understanding the needs of the consumer, developing a relationship, and adding value, than it is about attention-getting ads. Annuncio Software's marketing automation system, which is still in beta testing, will use a live **database** that includes **customer** response and **profile** data, campaign history, rules, and other data to allow interactive, real-time marketing campaigns. It will process data on hundreds of thousands of users simultaneously, due to a scalable design. CompareNet provides **Web** comparison shopping, and Java-based Anexa from Parallogic allow users to create community portals that feature event calendars, classified ads, e-mail invitations, and other items. Also discussed is electronic distribution of software and information.

REVISION DATE: 20020730

16/7/32 (Item 12 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00113156 DOCUMENT TYPE: Review

**PRODUCT NAMES: Vantive Web Self-Service (736015); Brightware Answer (736023); eBusiness System (730378); eCustomer System (736031); BroadVision One-To-One Enterprise (641022)**

**TITLE: Service On The Net**

**AUTHOR: Stein, Tom**

**SOURCE: Information Week, v714 p76(3) Dec 21, 1998**

**ISSN: 8750-6874**

**HOME PAGE: <http://www.informationweek.com>**

**RECORD TYPE: Review**

Search Report from Ginger D. Roberts

REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

A number of **Web**-based **customer** service **products** are improving **customers** ' level of satisfaction, including Vantive's Vantive **Web** Self-Service, Brightware Answer Agent, SilkNet Software's eBusiness System, Smart Technologies' eCustomer System, and BroadVision's One-To-One Enterprise. Vantive **Web** Self-Service provides tools for companies to incorporate services and support for **online customers** , incorporating a self-service knowledge **database** . eCustomer System can create rule-based **Web sites** that use fast messaging agents to determine if anyone within a user's company has ever purchased the same office supply. Brightware Answer Agent provides automated e-mail services and personalized **online** dialog and targeted content. Silknet eBusiness System includes a knowledge manager and interactive management center features. BroadVision One-To-One is an open architecture service system that allows users to **profile** databases and intelligently organize business and knowledge data.

REVISION DATE: 20020516

16/7/33 (Item 13 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00111719 DOCUMENT TYPE: Review

PRODUCT NAMES: Cat@log (660221); EDA/SQL (602612)

TITLE: Information Builders, The Vision Factory Partner for E - commerce  
AUTHOR: Swoyer, Stephen  
SOURCE: ent, v3 n15 p42(2) Sep 23, 1998  
ISSN: 1085-2395  
HOMEPAGE: <http://www.entmag.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

An agreement between SAP America and The Vision Factory to **form** Pandesic, an **electronic commerce** initiative, will result in integration of Vision's Cat@log with Information Builders' Enterprise Database Access (EDA/SQL) tools. They provide access to IBM's CICS and SAP America's R/3 and support Sun Microsystems' Enterprise JavaBeans, and Common Object Request Broker Architecture (CORBA). Also supported are messaging, transaction processing, and the **Web** . Integration of Cat@log and support from The Vision Factory professional services group will allow Information Builders to provide customers with technologies and value-added **e - commerce** services that comprise an encompassing solution. Cat@log, a front-end application, creates customized **Internet** commerce sites by enabling creation of a storefront and a shopping basket. Cat@log also provides transactions services by providing access to existing **product** and **customer database** . **Database** tables and fields are wrapped with commerce objects and controls, and the presentation is tweaked with conventional Hypertext Markup Language (HTML) commands. Cat@log is a one-of-a-kind product in the **e - commerce** arena, say analysts, since it is among the first open **e - commerce** solutions to provide an intuitive way to migrate catalog-based businesses to the **Web** .

REVISION DATE: 20020722



16/7/34 (Item 14 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00110483 DOCUMENT TYPE: Review

**PRODUCT NAMES:** iManage 4.0 (712388); Livelink Intranet 8 (711811);  
CyberDocs 2.0 (661147); WORLDOX 96 (470163); DocuShare 1.5 (678406)

**TITLE:** CRN Test Centers: Document-Management Systems

**AUTHOR:** Kronenberg, Marc

**SOURCE:** CRN, v792 p90(7) Jun 8, 1998

**ISSN:** 0893-8377

**HOME PAGE:** <http://www.crn.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Product Comparison

**GRADE:** Product Comparison, No Rating

NetRight Technologies' iManage 4.0, OpenText's LiveLink Intranet DMS 8, PC DOCS' CyberDocs 2.0, World Software's WORLDOX 96, and Xerox's DocuShare 1.5 are compared document management systems. Only CyberDocs 2.0 provides customization features for automated archiving, while only iManage 4.0 offers field-level security. All the products are ODMA-compliant, but only DocuShare omits supports for document check-in and check-out, reader tracking, a provided software development kit, customizable **profile** fields, and support for **customizable** importing/migration. All the **products** but WORLDOX can be **networked** under Sun Microsystems' Solaris, and all but LiveLink support NetWare 3.x and 4.x. All products run under Windows NT. Clients supported by LiveLink are Windows, Microsoft **Internet** Explorer, and Netscape Communications' Navigator. LiveLink and DocuShare omit support for DOS, but all the products support Windows. WORLDOX omits support for the Macintosh. All the products except DocuShare allow administrative access only. iManage has a three-tiered architecture, a design that provides significant advantages to resellers and clients, and the software does not require that clients run SQL, since SQL operates on third-tier **servers**, which also store **client** data. LiveLink has a uniform **Web** browser interface, and server-based data obviates the need for users to synchronize data.

REVISION DATE: 20020930

16/7/35 (Item 15 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00103319 DOCUMENT TYPE: Review

**PRODUCT NAMES:** Company--PeopleSoft Inc (853593)

**TITLE:** In Mint Condition

**AUTHOR:** Moad, Jeff

**SOURCE:** PC Week, v14 n37 p85(2) Sep 1, 1997

**ISSN:** 0740-1604

**RECORD TYPE:** Review

**REVIEW TYPE:** Company

The U.S. Mint standardized on **client / server** enterprise manufacturing, distribution, and financial applications from PeopleSoft. PeopleSoft is a newcomer to manufacturing, having entered the market in mid-1996. The Mint

worked with PeopleSoft in a detailed request for proposal. In these early meetings, the Mint acknowledged that other vendors have a longer track record and more robust systems, but still went with PeopleSoft's manufacturing modules because the government agency was so impressed with PeopleSoft's corporate culture, flexibility, and negotiating process. Other large manufacturers have come to the same conclusion, banking on the company's strong reputation for openness and strong **customer** support. PeopleSoft designs its **product** enhancement strategy only after a **survey** of all its customers. The company CEO responds regularly to customer e-mails, and meets regularly with customers during the business week. In 1997, manufacturing and distribution will account for about 30 percent of PeopleSoft's sales. PeopleSoft still needs to fill some gaps in its manufacturing applications and **client / server** architecture, however, and it still needs to convince more customers that its Enterprise Resource Optimization approach is superior to traditional enterprise resource planning (ERP) methods.

REVISION DATE: 20020703

16/7/36 (Item 16 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00098657 DOCUMENT TYPE: Review

**PRODUCT NAMES:** QuickBooks Pro 4.0 (585904); TurboTax Business (611841); Peachtree Complete Accounting (011451)

**TITLE:** Be a Master of Finance  
**AUTHOR:** Patz, Joel  
**SOURCE:** Windows Magazine, v8 n3 p218(5) Mar 1997  
**ISSN:** 1060-1066  
**HOME PAGE:** <http://www.winmag.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Product Analysis  
**GRADE:** Product Analysis, No Rating

Features of Intuit's QuickBooks Pro 4.0 and TurboTax for Business and Peachtree Software's Peachtree Complete Accounting business accounting products are highlighted, with hints for helping keep accounts orderly in preparation for the tax season. Accounting programs are now extremely easy-to-use, and include such functions as account reconciliation, cash flow projections, and transfer of funds between accounts. Contact management-type features add reminders and track historical data, including phone calls and correspondence. Peachtree supports the **Internet** with its Business **Internet** Suite product, and creates a World Wide **Web site** with electronic order processing from information about the business and an inventory list. Fonts for all objects on a **form** can be changed with a drag-and-drop action, and users can display File Statistics to show how many inventory **items** or **customers** are in a **database**. In QuickBooks Pro 4.0, users can press Ctrl+End to jump to the bottom of a register to start a new transaction, and all cash spent can be tracked by creating an Other Current Asset account called Cash. A register of all changes to all assets and liability accounts is maintained. Most of TurboTax for Business' functions are accessible with a click of the right mouse button, and the TaxLink feature allows users to import Quicken or QuickBooks data into a tax return. Many features of the three programs are briefly described.

REVISION DATE: 20020923

16/7/37 (Item 17 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2002 Info.Sources Inc. All rts. reserv.

00098341 DOCUMENT TYPE: Review

**PRODUCT NAMES: Java (573744)**

**TITLE: Good to the Last App**

AUTHOR: McFadden, Mark

SOURCE: HP Professional, v10 n11 p56(1) Nov 1996

ISSN: 0986-145X

HOME PAGE: <http://www.hppro.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

Sun Microsystems' Java, described as 'a natural development in the **client / server** computing model which happens to include applications and the **Internet**,' is not always perceived in this way by senior IT managers. A recent study indicates that lower level IT managers and programmers like Java, but middle and top level IT managers are less enthusiastic. The **survey** also reveals that senior IT managers see Java as an undeveloped language without needed standardization. They do not see Java's obvious advantages over other programming languages (for example, cross-platform development, developer productivity, and real-time application distribution) as important enough. This may be because application development managers in enterprise environments get many tools thrown at them that supposedly improve productivity, but difficulty often arises when tools have to be selected for particular projects. Therefore, Java can be perceived as just another entry in the confusing mix of available tools that can only be used when the needed skills are available. One of Java's strongest points is its support for custom applications delivered to clients on an intranet. It allows **ad hoc** delivery of **customized** applications instead of requiring development of special code for every client.

REVISION DATE: 19990830

16/7/38 (Item 18 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2002 Info.Sources Inc. All rts. reserv.

00094839 DOCUMENT TYPE: Review

**PRODUCT NAMES: General Ledger (580163); Accounts Payable (580112); eEnterprise (633046)**

**TITLE: New applications and new rules**

AUTHOR: Barker, Paul

SOURCE: Computing Canada, v22 n17 p37(1) Aug 15, 1996

ISSN: 0319-0161

HOME PAGE: <http://www.plesman.com/cc>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

SQL Financials International's General Ledger and Accounts Payable, and

Great Plains Software's Dynamics C/S+ applications are accounting products highlighted in a discussion of the importance of financial/accounting tool selection. Because these applications can make or break a business, migration from legacy systems to a **client / server** (C/S) architecture should be done only after much planning and assurance that one executive does not control the decision process. Because there are so many tools available for small- to mid-sized companies, IS groups must help choose products. A recent **survey** indicates that many users agree that most executives are more interested in financial application integration instead of cross-functional applications, including manufacturing, financial, and human resources. Most users are also moving away from **custom** coded tools to packaged **products**, and only 14 percent of companies say their products are 'world class' or 'approaching world class.'

REVISION DATE: 20010930

16/7/39 (Item 19 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00080883 DOCUMENT TYPE: Review

PRODUCT NAMES: **LEVEL5 Quest (600911); Level5 Quest Search Service (577171)**

TITLE: **Level five tackles fuzzy logic with upcoming search engine**

AUTHOR: Bowen, Ted Smalley

SOURCE: PC Week, v12 n31 p43(2) Aug 7, 1995

ISSN: 0740-1604

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating.

Level Five Research will release a Windows fuzzy-logic data-search engine that acts as an alternative to **online** analytic processing (OLAP) and multidimensional database front ends. Users can graphically create SQL statements for fuzzy searches of text and numerical data, says Karl Seiler, VP of **product** development for Level Five. The **target** market for Level 5 Quest is the end-database user, who can use it as a replacement for OLAP. No preindexing is needed, and the product is more scalable than OLAP tools, because no data staging occurs. The search engine is Open Database Connectivity (ODBC)-compatible, and users can establish search criteria with the assistance of concept maps for tweaking accuracy levels or fuzziness for ranking search results. Level 5 Quest Search **Server**, another Level Five Research **product**, converts Hypertext Markup Language (HTML) **form** entries to Search Server requests and vice versa.

REVISION DATE: 20011130

16/7/40 (Item 20 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00077897 DOCUMENT TYPE: Review

PRODUCT NAMES: **InForms 4.1 (453439)**

TITLE: **Novell Updates InForms**

AUTHOR: Stahl, Stephanie

Search Report from Ginger D. Roberts

SOURCE: Information Week, v521 p122(1) Apr 3, 1995  
ISSN: 8750-6874  
HOMEPAGE: <http://www.informationweek.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

Novell's InForms 4.1, a forms design product, includes two modules, Designer (a Windows **product** for creation and **customization**) and InForms Filler (for access to and data entry in forms, under Windows and OS/2, and on Macs). The products provide new database access functions, workflow and document management features, and integration with NetWare Directory Services (NDS), a global naming scheme. Electronic forms is a budding industry that could promote the 'paperless' office for such forms-intensive industries as insurance companies and lending institutions. With InForms 4.1, NDS acts as a **database** that automatically adds **networked client** information to forms, including names, **server** locations, and mail stops. Users can also query many databases, including DB2, Oracle, Sybase, SQL Server, and Lotus Notes.

REVISION DATE: 20010430

16/7/41 (Item 21 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00066079 DOCUMENT TYPE: Review

PRODUCT NAMES: Microsoft Visual Basic 3.0 (328081); SQLWindows 4.1 (701815); PowerBuilder 3.0 (335916)

TITLE: Buyer's Scorecard: Microsoft Visual Basic's Application Quality...  
AUTHOR: Burden, Kevin  
SOURCE: Computerworld, v28 n30 p101(1) Jul 25, 1994  
ISSN: 0010-4841  
HOMEPAGE: <http://www.computerworld.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Comparison  
GRADE: Product Comparison, No Rating

Three **client / server** development tools score top ratings in a reader **survey**. Taking first place is Microsoft's Visual Basic 3.0, scoring well in quality of generated applications and accessible interface. Visual Basic also enjoys the support of many third-party tools, which significantly enhance its functionality. Gupta's SQLWindows 4.1 leverages SQL capabilities, an important feature in accessing distributed data. It offers a robust programming language, and also is noted for producing high-quality applications. Powersoft has greatly improved **customer** support for its PowerBuilder **product**, which took third place, although it still scores lower than the others in service. PowerBuilder 3.0 scored somewhat lower in quality of generated applications, and has been noted for scalability problems.

REVISION DATE: 20020819

16/7/42 (Item 22 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00060519

DOCUMENT TYPE: Review

**PRODUCT NAMES:** PowerBuilder 3.0 (335916); PowerMaker (453153);  
PowerViewer (453161)

**TITLE:** PowerBuilder 3.0: Client / Server King

**AUTHOR:** Plain, Stephen W

**SOURCE:** PC Magazine, v13 n1 p56(1) Jan 11, 1994

**ISSN:** 0888-8509

**HOME PAGE:** <http://www.pcmag.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Review

**GRADE:** A

PowerBuilder 3.0 has many enhancements that help it retain the number one spot for **client / server** application development **product** sales. Watcom SQL, a 32-bit standalone SQL engine is added; this means that developers no longer must connect PowerBuilder to another **server product**. Applications that use the Watcom engine can be distributed without royalties or converted to work on another server by changing **database profiles**. ODBC is supported, along with NetGateway for DB2 and DB2/2. PowerBuilder is much more vendor-independent than its competitor, SQLWindows. The developer uses the DataWindow to 'paint' database windows with built-in functions for access to and updating the database. Other new **products** from Powersoft include PowerMaker, for creating **custom** forms, reports, and query specifications; and PowerViewer, an end-user query and reporting tool.

**REVISION DATE:** 20001230

**16/7/43 (Item 1 from file: 583)**

DIALOG(R)File 583:Gale Group Globalbase(TM)

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09124777

Softbank, 7 others to **form Internet** toy store

JAPAN: FIRM SET UP TO SELL TOYS VIA **INTERNET**

Nikkei Net Interactive (ATM) 24 Jun 1999 p.1

Language: ENGLISH

Japan's E-shopping! Toys Corp is a joint venture set up to sell toys over the **Internet**. The firm will be 52.5% owned by Softbank Corp, while toy distributor Happinet Corp will hold 17.5% stake, and Yahoo Japan Corp and Toycard KK will each hold a 10% stake. Bandai Corp, Tomy Co, Takara Co and Epoch Co will each own a 2.5% stake. Using Toycard's **product database**, E-shopping! Toys will operate a **Web site** where **customers** can search for and order **products**. Orders will be forwarded to Happinet, which will then ship the toys via Yamato Transport Co. **Products** will be delivered to the **customer**'s home in just two days, and payments can be settled at Seven-Eleven Japan stores.

?

# Search Report from Ginger D. Roberts

?show files;ds

File 9:Business & Industry(R) Jul/1994-2002/Nov 11  
 (c) 2002 Resp. DB Svcs.  
 File 20:Dialog Global Reporter 1997-2002/Nov 12  
 (c) 2002 The Dialog Corp.  
 File 476:Financial Times Fulltext 1982-2002/Nov 12  
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 File 610:Business Wire 1999-2002/Nov 12  
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 File 636:Gale Group Newsletter DB(TM) 1987-2002/Nov 12  
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 File 813:PR Newswire 1987-1999/Apr 30  
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Set	Items	Description
S1	681658	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (PRODUCT OR PRODUCTS OR GOODS OR MERCHANDISE OR ITEM? ?)
S2	80268	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (AD OR ADS OR ADVERTIS?)
S3	8754	(STORED OR SAVED OR PREEXIST? OR PRE()EXIST? OR DATABASE OR DATA()BASE OR DATABANK OR DATA()BANK OR "ON()FILE" OR ARCHIV-?) (5N) (PROFILE OR PROFILES OR QUESTIONNAIRE? ? OR QUESTION()NAIRE? ? OR SURVEY? ?)
S4	3430201	PROFILE? ? OR QUESTIONNAIRE? OR QUESTION()NAIRE? OR SURVEY? ? OR FORM
S5	238425	(CUSTOMER? ? OR SHOPPER? ? OR SURFER? ? OR BUYER? ? OR CLIENT OR PRODUCT OR CATALOG OR MERCHANDISE) (5N) (DATABASE? OR DATA()BASE? OR DATA()BANK OR DATABANK? OR SERVER? OR ARCHIVE?)
S6	7734815	NETWORK? OR INTERNET? OR ONLINE OR ON()LINE OR CYBERSCAPE - OR WEB OR WEBSITE? OR WEB()SITE? OR WEBPAGE? OR WEB()PAGE? OR WWW OR (ELECTRONIC OR E) ()COMMERCE
S7	22	S1(S)S3(S)S5(S)S6
S8	26	S2(S)S3(S)S5
S9	48	S7:S8
S10	36	RD (unique items)
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Search Report from Ginger D. Roberts

?show files;ds

File 9:Business & Industry(R) Jul/1994-2002/Nov 11  
(c) 2002 Resp. DB Svcs.  
File 20:Dialog Global Reporter 1997-2002/Nov 12  
(c) 2002 The Dialog Corp.  
File 476:Financial Times Fulltext 1982-2002/Nov 12  
(c) 2002 Financial Times Ltd  
File 610:Business Wire 1999-2002/Nov 12  
(c) 2002 Business Wire.  
File 624:McGraw-Hill Publications 1985-2002/Nov 01  
(c) 2002 McGraw-Hill Co. Inc  
File 634:San Jose Mercury Jun 1985-2002/Nov 10  
(c) 2002 San Jose Mercury News  
File 636:Gale Group Newsletter DB(TM) 1987-2002/Nov 12  
(c) 2002 The Gale Group  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	681658	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (PRODUCT OR PRODUCTS OR GOODS OR MERCHANDISE OR ITEM? ?)
S2	80268	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (AD OR ADS OR ADVERTIS?)
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S4	3430201	PROFILE? ? OR QUESTIONNAIRE? OR QUESTION()NAIRE? OR SURVEY? ? OR FORM
S5	238425	(CUSTOMER? ? OR SHOPPER? ? OR SURFER? ? OR BUYER? ? OR CLIENT OR PRODUCT OR CATALOG OR MERCHANDISE) (5N) (DATABASE? OR DATA()BASE? OR DATA()BANK OR DATABANK? OR SERVER? OR ARCHIVE?)
S6	7734815	NETWORK? OR INTERNET? OR ONLINE OR ON()LINE OR CYBERSCAPE - OR WEB OR WEBSITE? OR WEB()SITE? OR WEBPAGE? OR WEB()PAGE? OR WWW OR (ELECTRONIC OR E)()COMMERCE
S7	22	S1(S)S3(S)S5(S)S6
S8	26	S2(S)S3(S)S5
S9	48	S7:S8
S10	36	RD (unique items)

?t10/3,k/all

10/3,K/1 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2002 Resp. DB Svcs. All rts. reserv.

02725324 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Entrium takes on Germany**

(Direct bank Entrium is expected to offer a greater range of products and use an aggressive marketing effort to get more customers in Germany)

Retail Banker International, p 10

February 17, 2000

DOCUMENT TYPE: Newsletter ISSN: 0261-1740 (Ireland)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1317

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...in developing its direct marketing ability. At the heart of its marketing efforts is a **database** containing **customer** histories and



**profiles** , which is used to identify the **target customer** base for both media-based **advertising** and direct mail. All marketing campaigns and rates of new customer generation are carefully tracked...

10/3,K/2 (Item 2 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2002 Resp. DB Svcs. All rts. reserv.

02596244 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Small-Bank Execs Get An Eyeful of Upcoming High-Touch Technology**  
**(NCR Corp (Dayton, OH) develops automated teller machine that provides personalized suggestions to users; Harte Hanks Interactive develops customer-tracking database software)**  
American Banker, v 164, n 195, p 18  
October 11, 1999  
DOCUMENT TYPE: Newspaper ISSN: 0002-7561 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 433

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...customer preferences and enables one-on-one, real-time communications.

The system relies on a **data base** that holds **customer profile** information. As customers visit the site, a special software program tracks each page visited and...

...to the data base, where information is compiled to make a personalized pitch to the **customer** for additional **products** and services. The benefit of this package, Ms. Allin said, is that "you're starting to build a relationship **on - line** with your customer."  
...

10/3,K/3 (Item 3 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2002 Resp. DB Svcs. All rts. reserv.

02261758 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Denver Is Republic Test Tube**  
**(Republic Industries Inc to offer no-haggle pricing at 18 Denver-area dealerships and increase ad spending in Denver to \$15 mil)**  
Automotive News, p 1+  
September 28, 1998  
DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1021

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...says it will price vehicles \$200 to \$300 below market. The company will build a **database** using **advertised** prices and **customer surveys** . Before a prospect leaves for another dealership, the salesperson will ask for the competitor's...

10/3,K/4 (Item 4 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2002 Resp. DB Svcs. All rts. reserv.

02132117 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**iVillage raises \$32.5 mil in financing**

**(Online community iVillage raises \$32.5 mil in financing, which it will put toward its first national TV and radio campaign)**

Advertising Age, v 69, n 18, p 46

May 04, 1998

DOCUMENT TYPE: Journal; News Brief ISSN: 0001-8899 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 401

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...be available only to clients on the TN Technologies' roster. The system puts together clients' **customer profiles** with a **database** of historical click streams to serve up **targeted advertising**, and eventually online **customer** management in general.

Impulse! Buy Network launches bargain finder

Impulse! Buy Network, a new network...

**10/3,K/5 (Item 5 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)

(c) 2002 Resp. DB Svcs. All rts. reserv.

02009261 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**iMarket CD-ROM For Marketing On The Desktop**

**(iMarket has launched the CD-ROM-based MarketPlace Pro product that integrates a pair of tools that aid companies in targeting potential customers)**

Newsbytes News Network, p N/A

December 01, 1997

DOCUMENT TYPE: Journal ISSN: 0983-1592 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 545

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...components: D&B MarketPlace v. 4.0, an analytical tool incorporating the Dun & Bradstreet marketing **database** that enables marketers to **profile customers**, target prospects, analyze markets and create mailing lists; and D&B MarketMatch, an "engine" for...

...screen potential customers, because Giga has a strict pre-qualification process. "They found that by **targeting** their print ( **advertising** ) around certain characteristics, about 30 percent of their prospects weren't qualified. By using MarketPlace...

TEXT:

...components: D&B MarketPlace v. 4.0, an analytical tool incorporating the Dun & Bradstreet marketing **database** that enables marketers to **profile customers**, target prospects, analyze markets and create mailing lists; and D&B MarketMatch, an "engine" for...

...screen potential customers, because Giga has a strict pre-qualification process. "They found that by **targeting** their print ( **advertising** ) around certain characteristics, about 30 percent of their prospects weren't qualified. By using MarketPlace...

10/3,K/6 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

24132267

**Dazzle your business with data**

Joanna Tovia

ABIX - AUSTRALASIAN BUSINESS INTELLIGENCE (DAILY TELEGRAPH (AUSTRALIA))

, p34

July 30, 2002

JOURNAL CODE: WTDT LANGUAGE: English RECORD TYPE: ABSTRACT

WORD COUNT: 105

... as what they spend money on and how much they spend on average, promotions or **advertising** can be geared to this **target** group in hand rather than spending on getting new customers. To Dowling, retaining current customers...

10/3,K/7 (Item 2 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

19196046 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Persona Announces New e-Identity Single Sign-in Service for Enterprises; Innovative New Service Allows Companies to Offer Convenience of One Online Identity to Customers**

BUSINESS WIRE

October 08, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 437

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... in multiple data silos that are difficult to synchronize and analyze. The Enterprise e-Identity **database** results in rich **profiles** of **customer Web** activity across the enterprise, and its built-in reporting and email marketing functionality allow marketers...

10/3,K/8 (Item 3 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

13829969 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**NOVEMBER 16, 2000 - 14:14 EST**

CCN DISCLOSURE

November 17, 2000

JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 258

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and jewellery. Potential purchasers can either browse the website or can list a purchaser's **profile** in JMR's **database**. JMR can email the potential **customers** in its **database** when newly listed **items** match a **customer**'s profile.

10/3,K/9 (Item 4 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

13180770 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Traffix, Inc. Announces That GroupLotto.com Ranked 45th Most Visited Website in September by PC Data Online**

BUSINESS WIRE

October 06, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 469

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... GroupLotto's database profile grows (more) with new customers and additional information about our existing **customers**, our direct marketing and **advertising** partners can take advantage of our **targeting** capabilities to more cost effectively leverage our expanding 'pay for performance' media inventory."

Mr. Jeffrey...

**10/3,K/10 (Item 5 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

10902648 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Inference Selects iPlanet Directory Software**

BUSINESS WIRE

May 08, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 808

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... requested is introduced. Because the customer profile is stored in the directory, and optimized for **Web** visitor profile data using multi-thread technology, consolidation is achieved without measurable impact to response time so crucial to **Web** visitors.

In addition, the LDAP directory affords a lower cost of ownership because it simplifies...

**10/3,K/11 (Item 6 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

10765244 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Acadia Realty and Eversave.Com Form Strategic Alliance**

PR NEWSWIRE

April 27, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 704

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Through the Eversave.com web page and e-mail system, retailers can direct specific e- **advertisements** and e-promotions to selected, **targeted** local consumers at the precise moment consumers are ready to buy, unlike any other medium...

**10/3,K/12 (Item 7 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
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10398031 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Eversave.com and Regency Realty Partner to Bring Web-Based Off-Line Shopping to Neighborhood Retail Centers Across the United States**

BUSINESS WIRE

April 04, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 686

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Through the Eversave.com web page and e-mail system, retailers can direct specific e- **advertisements** and e-promotions to selected, **targeted** local consumers at the precise moment consumers are ready to buy, unlike any other medium...

**10/3,K/13 (Item 8 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

10168301 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Entrium gets aggressive**

BANK MARKETING INTERNATIONAL

February 25, 2000

JOURNAL CODE: WBMI LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1377

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... efforts is a database containing customer histories and profiles which is used to identify the **target customer** base for both media-based **advertising** and direct mail. All marketing campaigns and rates of new customer generation are carefully tracked...

**10/3,K/14 (Item 9 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

07022723 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Updates & Ideas**

SHAREWATCH, p1

May 01, 1999

JOURNAL CODE: FSW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1990

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... source of orders. It offers a data mining service which enables sophisticated analysis of this **database** and/or matches against the profile of a **customer**'s own **database** to enable **advertisers** to **target** the individuals most likely to buy their products. Through its Datacare operation it also provides...

**10/3,K/15 (Item 10 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

04894586 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Harvey Electronics, Inc. Joins E/Town DealerWeb Federation**

BUSINESS WIRE

April 08, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 750

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... profiles. The bot will feature a question-based decision tree that makes it easy for **customers** to determine the **product** that best suits their needs, lifestyle and budget. E/Town has received more than a dozen **Web** awards for its content, design and functionality from such organizations as MSN, NetGuide and c...

**10/3,K/16 (Item 11 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2002 The Dialog Corp. All rts. reserv.

04884896 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**One Call, Harvey Electronics, United Audio, 800.COM, and Digital Satellite Source Join E/TOWN DealerWeb Federation**

BUSINESS WIRE

April 07, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1246

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... profiles. The bot will feature a question-based decision tree that makes it easy for **customers** to determine the **product** that best suits their needs, lifestyle and budget.

Key to its aggressive growth strategy, E...

**10/3,K/17 (Item 12 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2002 The Dialog Corp. All rts. reserv.

04715042 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Intraware Launches Next-Generation Web-Based Software Update Delivery and Management Service**

PR NEWSWIRE

March 22, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1016

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Vendors will be able to initiate highly focused marketing initiatives with SubscribNet 3.0's **customer** profile **database** which links individual **customers** with a specific software **product**, version, and platform. SubscribNet 3.0 also offers software vendors built-in service-level performance...

**10/3,K/18 (Item 13 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2002 The Dialog Corp. All rts. reserv.

02529144 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**InfoWare, Inc. Launches a Free Service That Matches Y2K Vendors to Companies' Specific Technology Needs.**

BUSINESS WIRE

August 17, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 338

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... dow n your results to a few products or you can search by company or **product** name. InfoWare **customers** include leading technology companies such as IBM, Intention International, JD Edwards, Hewlett-Packard, Oracle, Sterling...

**10/3,K/19 (Item 14 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2002 The Dialog Corp. All rts. reserv.

01906771 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**CMG Reports Third Quarter Financial Results**

BUSINESS WIRE

June 11, 1998 16:17

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1406

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... on developing high-value Web advertising and marketing solutions, leveraging Accipiter's stellar list of **customers** and Engage's large **database** of anonymous Web user **profiles**. Less than two months after acquiring Accipiter, on June 3, 1998, the Company announced the...this approach, the Company believes Accipiter and Engage together will deliver far more power in **ad** serving and **targeting** to the market for the price that competitors charge for just serving ads.

On June...

**10/3,K/20 (Item 15 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2002 The Dialog Corp. All rts. reserv.

01384894 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**24/7 Media, Inc. Acquires Intelligent Interactions Corporation**

BUSINESS WIRE

April 15, 1998 12:15

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 552

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... advertisers and Web sites to target and deliver ads to specific audience segments using demographic **profiles**, third party and lifestyle **database** information. Adfinity **customers** include Web publishers The Motley Fool, Mecklermedia, eDrive, NetChannel, Interactive Sports and RealNetworks. Intelligent Interactions e-commerce **product**, dbCommerce(tm), combines **database** -marketing techniques with **customer** transaction, third party, and lifestyle **databases** to deliver personalized promotions and catalogs to distinct customer segments or individual customers with pinpoint...

**10/3,K/21 (Item 16 from file: 20)**  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

01274315 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Dudley Jenkins Group**

SHAREWATCH

February 01, 1998

JOURNAL CODE: FSW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1296

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... importantly, Dudley also offers a data mining service which enables sophisticated analysis of the Lifestyle **database** and/or matches against the profile of a **customer's** own **database**. In this way, **advertisers** have the opportunity to **target** the individuals most likely to buy their products. That element of local intelligence is where...

**10/3,K/22 (Item 1 from file: 476)**  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0009067589 BOHIJAKAGEFT

**Survey - FT Telecoms: The software sell: THINK TANK: The web can help build that 'special relationship' with the customer, says a new book**

Financial Times, Survey London Edition 2 ED, P 15

Wednesday, September 10, 1997

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 395

...These include: VoiceView TalkShop from Radish Communications of Boulder, Colorado, which enables visitors to a **Web site** to press a button and initiate a freephone call; CyberDial offered by Sky Alland Marketing of Baltimore, a form users can fill in **online** to ask the company to call them now or at a specific, later time; and CyberChat, also from Sky Alland, which lets companies respond immediately to questions typed out by **customers** at their **Web site**.

Another **product**, BroadVision One-to-One from California allows a **Web site** owner to treat different customers differently. The software can dynamically change each **Web page** to match an individual user's tastes based on what the user does at the site, information the site owner has on its **customer database**, and **profile** data provided by the user. Customers who are prepared to reveal more about themselves to...

**10/3,K/23 (Item 1 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2002 Business Wire. All rts. reserv.

00380006 20001006280B6539 (USE FORMAT 7 FOR FULLTEXT)

**Traffix, Inc. Announces That GroupLotto.com Ranked 45th Most Visited Website in September by PC Data Online-PC Data Online Reports GroupLotto Moves in to Top 50 Based on Number of Unique Users**

Business Wire

Friday, October 6, 2000 13:06 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 451



...Inc., said, "Reaching the top 50 is another significant milestone for GroupLotto. As GroupLotto's **database profile** grows (more) with new **customers** and additional information about our existing **customers**, our direct marketing and **advertising** partners can take advantage of our **targeting** capabilities to more cost effectively leverage our expanding 'pay for performance' media inventory."

Mr. Jeffrey...

10/3,K/24 (Item 2 from file: 610)  
DIALOG(R)File 610:Business Wire  
(c) 2002 Business Wire. All rts. reserv.

00233382 20000314074B1523 (USE FORMAT 7 FOR FULLTEXT)  
**infoUSA To Become Incubator of Database Internet Companies; Single Source Provider of B2B e-Commerce, e-CRM and e-Infomediary Solutions**  
Business Wire  
Tuesday, March 14, 2000 08:24 EST  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 1,604

...a full range of e-CRM solutions, enabling them to both update and analyze their **customer databases** online. These small businesses can then use the infoUSA.com web site as their gateway...

...can volunteer lifestyle and buyer behavior that can be used to assist web marketers in **targeting advertising** to best meet their needs. The opt-in feature also allows infoUSA to match online **database**. As with the consumer **surveys**, the company is adding self-reported options to its incubator company sites in order to...

10/3,K/25 (Item 3 from file: 610)  
DIALOG(R)File 610:Business Wire  
(c) 2002 Business Wire. All rts. reserv.

00056920 19990608159B1053 (USE FORMAT 7 FOR FULLTEXT)  
**Y-Pay Internet Service Provider Selects Ericsson To Provide Internet Advertising Solution**  
Business Wire  
Tuesday, June 8, 1999 18:04 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 782

...is unique among the industry's advertising and messaging solutions for ISPs because it assures **advertisers** are reaching their **target** audience. Based on the ISP's **customer database** of submitted user **profiles**, Internet **Advertiser** can distribute **targeted** movies, rich media messages or "pop up" advertisements, and written or audio messages developed by...

10/3,K/26 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

04828139 Supplier Number: 63939518 (USE FORMAT 7 FOR FULLTEXT)

**Entrium gets aggressive. (Brief Article)**

Skelly, Jessica

Bank Marketing International, p8

Feb, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Newsletter; Trade

Word Count: 1375

... in developing its direct marketing ability. At the heart of the marketing efforts is a **database** containing **customer** histories and **profiles** which is used to identify the **target customer** base for both media-based **advertising** and direct mail. All marketing campaigns and rates of new customer generation are carefully tracked...

10/3,K/27 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2002 The Gale Group. All rts. reserv.

04826400 Supplier Number: 63903807 (USE FORMAT 7 FOR FULLTEXT)

**Entrium takes on Germany.**

Skelly, Jessica

Retail Banker International, p10

Feb 17, 2000

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1319

... in developing its direct marketing ability. At the heart of its marketing efforts is a **database** containing **customer** histories and **profiles**, which is used to identify the **target customer** base for both media-based **advertising** and direct mail. All marketing campaigns and rates of new customer generation are carefully tracked...

10/3,K/28 (Item 3 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2002 The Gale Group. All rts. reserv.

04560762 Supplier Number: 59420468 (USE FORMAT 7 FOR FULLTEXT)

**ISRAEL: ABOUT REGISOFT LTD. (Brief Article)**

IPR Strategic Business Information Database, pNA

Feb 14, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Newswire; Trade

Word Count: 578

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...portal-like by addressing users' needs and directly participating in the revenues accrued Real-time **customer profile database** is developed for marketing analysis, data mining, cross-selling and upselling Increase in strategic partnership...in multi-tier and multi-product distribution channels (both in B2B and B2C relationships) Additional **advertising** and commission possibilities **Customer** satisfaction and retention due to receiving discounts, giveaways and incentives.

10/3,K/29 (Item 4 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

04118389 Supplier Number: 54120658 (USE FORMAT 7 FOR FULLTEXT)

**CHAIN OF CHILDREN'S WEAR STORES.**

Merger & Acquisition Opportunities: FirstList, pNA  
March, 1999

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 200

(USE FORMAT 7 FOR FULLTEXT)

**TEXT:**

...and toys in a boutique setting. It is recognized in its region for high quality **merchandise** and outstanding **customer** service. With three locations and a total of 6700 square feet of selling space, the company represents over 300 vendors. It maintains a **database** of more than 8000 **customers** . The company has had twelve consecutive years of double digit growth in revenue with the...

...the 5-digit number and the end of this listing) and others go to the **website** @ **www** .firstlist.com and click on Membership Information (Cost is \$195 6 months) or (\$50 one month ) To view hundreds of other **profiles** click on Search the **Database** from the HomePage. FirstList is updated eight times per year. Questions: E-mail: mergers@primenet...

10/3,K/30 (Item 5 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

03963170 Supplier Number: 50343920 (USE FORMAT 7 FOR FULLTEXT)

**News**

ISP Business News, v4, n31, pN/A

August 10, 1998

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 873

... one support service enabling ISPs to outsource help desk and customer service.

With Support\*Plus, **NetworkTwo** guarantees 24-7 uptime; 90 percent of calls picked up within five minutes; 80 percent...

...for more complex issues; customer emails answered by the end of the next business day; **database** -based **customer profiles** ; and **product** evaluation feedback.

NetworkTwo seeks to outsource support services for ISPs. For more information on the...

10/3,K/31 (Item 6 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

03877501 Supplier Number: 48467698 (USE FORMAT 7 FOR FULLTEXT)

**-NORTEL: Nortel adds graphical PC-based attendant console to Norstar integrated communications system**

M2 Presswire, pN/A

Search Report from Ginger D. Roberts

May 5, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 887

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...additional attendants can be located wherever a Norstar telephone is located and a Local Area **Network** (LAN) connection is available. Norstar's PC Console monitors all incoming calls and instantly delivers...

...routed to voice mail. The Norstar PC Console then continuously updates this information into the **customer's database profile**, so an attendant can more efficiently answer that same customer's future calls, for example...

...The Nortel Norstar system serves as a foundation that can easily combine with other Nortel **products** to create a **custom**-designed Power **Networks** \* solution to handle an enterprise's total voice and data communication needs. Using computer telephony...

...system. The Norstar PC Console is available now through authorized Nortel Norstar distributors. Nortel Power **Networks** apply high-capacity, digital communications technology to meet **customer** needs through the integration of **products** and services including: Meridian 1\* and Norstar digital switching; Companion\* wireless solutions; the Nortel Symposium\* multimedia communications portfolio; **Internet** and intranet access and security products; Passport\* and Micom\* wide area **networking** systems; and a portfolio of consumer products. Enterprise **Networks** is a business unit of Nortel, a diversified provider of market-leading communications equipment, services and **network** solutions for business, commerce and entertainment. Nortel had 1997 revenues of \$US 15.5 billion and has approximately 73,000 employees worldwide. \*Nortel, Power **Networks**, Norstar, Meridian 1, Companion, Symposium and Passport are trademarks of Northern Telecom. \*Micom is a...

10/3,K/32 (Item 7 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2002 The Gale Group. All rts. reserv.

03691423 Supplier Number: 47962738 (USE FORMAT 7 FOR FULLTEXT)

**NEW PRODUCTS**

Electronic Commerce News, v2, n36, pN/A

Sept 8, 1997

Language: English Record Type: Fulltext

Document Type: Newsletter; General

Word Count: 543

... Celine Schmidek, CONNECT, 415/254-4000.)

Intelligent Readies dbCommerce.

Intelligent Interactions is releasing dbCOMMERCE, an **e-commerce product** that integrates third-party and **customer databases** with inventory and transaction data. The **product** enables comprehensive profiling and **targeted** promotions on the **Internet** and secure extranet environments. dbCOMMERCE fits into major catalog and transaction systems in both business- to-business and business-to-consumer platforms. The product also is designed to generate dynamic **Web pages** and deliver personalized layouts that feature **products** and promotions **tailored** to an individual's **profile**. "dbCOMMERCE maximizes the effectiveness of **database** marketing and increases response, long-term value and the profitability of marketing relationships on the **Web**," says Michael

Rowsom, vice president of marketing at Intelligent Interactions. (Micheal Rowsom, Interactions, 718-855...

**10/3,K/33 (Item 8 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

01452263 Supplier Number: 41958429 (USE FORMAT 7 FOR FULLTEXT)  
**KEPPEL BANK OF SINGAPORE TURNS TO AUTOMATION TO BOOST RETAIL BUSINESS**  
Branch Automation News, v3, n6, pN/A  
March 27, 1991  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 761

... and products easily and without reprogramming will help us achieve competitive advantage," noted Lee.

The on - line customer database will allow the bank to access a customer profile in the database to study the implication of a change in pricing policy or to forecast responses to new products . "With a better understanding of our customers ' profiles, the bank is better placed to pitch its marketing strategies in a non-homogenous...

**10/3,K/34 (Item 9 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

01280672 Supplier Number: 41415639 (USE FORMAT 7 FOR FULLTEXT)  
**AMERITECH AND FVS DISTRIBUTE NEW TRAVEL PAGES**  
Morgan Report on Directory Publishing, pN/A  
July, 1990  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 561

... fulfillment and provides a lead service to the listed resort. In addition, it buys the advertiser a customer profile database collected with each brochure request which includes the customer's name, address telephone number, age...

**10/3,K/35 (Item 1 from file: 813)**  
DIALOG(R)File 813:PR Newswire  
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1078004 SFM053  
**SelfServe USA Licenses Certicom's ECC to Boost Efficient & Effective Security Of Electronic Transactions**

DATE: April 7, 1997 06:00 EDT WORD COUNT: 688

...content;

Wrapping and unlocking of software and digital content;

Copyright and software piracy protection;

Packaged- products order fulfillment;

100%- online customer registration and surveys ;

Search Report from Ginger D. Roberts

Customized **database** marketing and reporting services.<

About ECC & Certicom

ECC has the highest strength-per-bit of...

10/3,K/36 (Item 2 from file: 813)

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

1072459

SFM035

**SelfServe Enables Corel's Web Commerce Channel for Corel(R) Professional  
Photo CD-ROM and Corel WordPerfect(R) Tech Support**

DATE: March 24, 1997

06:01 EST

WORD COUNT: 644

...includes the following options for the benefit of its customers:

Secure credit card transaction processing;

**Internet** delivery of software and digital content;

Wrapping and unlocking of software and digital content;

Copyright and software piracy protection;

Packaged- **products** order fulfillment processing;

100%- **online customer** registration and **surveys** ; and

Customized **database** marketing and reporting services.

About Corel Professional Photo CD-ROM

Graphic artists and other computer...

?

Search Report from Ginger D. Roberts

?show files;ds

File 15:ABI/Inform(R) 1971-2002/Nov 11  
(c) 2002 ProQuest Info&Learning  
File 16:Gale Group PROMT(R) 1990-2002/Nov 12  
(c) 2002 The Gale Group  
File 148:Gale Group Trade & Industry DB 1976-2002/Nov 12  
(c)2002 The Gale Group  
File 160:Gale Group PROMT(R) 1972-1989  
(c) 1999 The Gale Group  
File 275:Gale Group Computer DB(TM) 1983-2002/Nov 12  
(c) 2002 The Gale Group  
File 621:Gale Group New Prod.Annou.(R) 1985-2002/Nov 08  
(c) 2002 The Gale Group

Set	Items	Description
S1	1058641	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (PRODUCT OR PRODUCTS OR GOODS OR MERCHANDISE OR ITEM? ?)
S2	127772	(CUSTOM? OR TAILOR? OR TARGET? OR SELECTIVE) (6N) (AD OR ADS OR ADVERTIS?)
S3	14800	(STORED OR SAVED OR PREEXIST? OR PRE()EXIST? OR DATABASE OR DATA()BASE OR DATABANK OR DATA()BANK OR "ON()FILE" OR ARCHIV- ?) (5N) (PROFILE OR PROFILES OR QUESTIONNAIRE? ? OR QUESTION()NAIRE? ? OR SURVEY? ?)
S4	3654162	PROFILE? ? OR QUESTIONNAIRE? OR QUESTION()NAIRE? OR SURVEY? ? OR FORM
S5	480301	(CUSTOMER? ? OR SHOPPER? ? OR SURFER? ? OR BUYER? ? OR CLIENT OR PRODUCT OR CATALOG OR MERCHANDISE) (5N) (DATABASE? OR DATA()BASE? OR DATA()BANK OR DATABANK? OR SERVER? OR ARCHIVE?)
S6	8381537	NETWORK? OR INTERNET? OR ONLINE OR ON()LINE OR CYBERSCAPE - OR WEB OR WEBSITE? OR WEB()SITE? OR WEBPAGE? OR WEB()PAGE? OR WWW OR (ELECTRONIC OR E) ()COMMERCE
S7	47	S1(S)S3(S)S5(S)S6
S8	30	S2(S)S3(S)S5
S9	75	S7:S8
S10	46	RD (unique items)

?t10/3,k/all

**10/3,K/1 (Item 1 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

02327954 110355542

**Circulation: The data-rich advantage**

Jacoby, Stephen M

Folio : The Magazine for Magazine Management v3ln3 PP: 47 Mar 2002

ISSN: 0046-4333 JRNL CODE: FOL

WORD COUNT: 865

...TEXT: to become the Advance Marketing Database, which now has 25 million records. The Preferred Subscriber **Network** (TM)-a subset of the **database** that uses detailed **survey** research to obtain information on loyal subscribers-has about 325,000 subscribers and is the largest luxury **goods database** in the country. From nothing, **customer** intelligence has become an important part of Conde Nast's ad selling process. And in...

**10/3,K/2 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

02290157 81981173

**Competing in a "consumer choice" market**

Coile, Russell C Jr  
Journal of Healthcare Management v46n5 PP: 297-300 Sep/Oct 2001  
ISSN: 1096-9012 JRNL CODE: HHS  
WORD COUNT: 1670

...TEXT: strategies every provider should consider:

1. Customer relationship management (CRM): A hot business trend in **E - commerce** is the latest marketing idea in healthcare (Weber 2000). The Kennedy Information Research Group predicts...

... as utilities, manufacturing, high technology, financial services, and communications (Randall 2000). The core of this **Internetenabled** concept is trust building with customers, by demonstrating trustworthiness as well as knowledge of the customer's preferences. CRM is an e-strategy based on "mining" **customer databases** to develop marketing programs, including direct mail, telemarketing, e-mail, and traditional advertising. This mining practice is employed by Amazon.com, which monitors its **customers' product** and ordering preferences to be able to suggest new books or **products** to **customers** every time they log on to the **web site**. American hospitals and specialized healthcare facilities are building **customer databases**, assisted by consulting firms such as Solucient (formerly HCIA/Sachs) and CPM (Customer Potential Management) Consulting Group. Market research can augment the provider's **database**, and consultants have created **profiles** of consumers who are more or less likely to need a health service or select...

10/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

02212646 78211883  
**How we will make sales in 2001**  
Shields, J Craig  
Direct Marketing v64n2 PP: 31-32+ Jun 2001  
ISSN: 0012-3188 JRNL CODE: DIM  
WORD COUNT: 1559

...TEXT: Supply chain initiatives

- \* Selling people
- \* R&D product development to leapfrog competition
- \* None
- \* Improving our **customer's Web** content
- \* Develop products to meet market demands
- \* **Customer** -Oriented Services
- \* Building our **database**

Highlights

The results of the **survey** contain a number of interesting surprises. Some of the most revealing highlights that were found...

10/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)



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02199271 75999419

**Winning the last mile of e-commerce**

Lee, Hau L; Whang, Seungjin

Mit Sloan Management Review v42n4 PP: 54-62 Summer 2001

ISSN: 1532-9194 JRNL CODE: SMZ

WORD COUNT: 5323

...TEXT: selection of products. The multimedia format enriches the card with animation, music and voice. Mass **customization** of **product** and service is possible. In addition to letting senders customize their cards, the company can...

... important to customers (birthdays of family and friends, wedding anniversaries and the like) in the **Web site** 's **customer -- profile database** , then remind **customers** by e-mail days in advance - without labor cost.

Intuit develops and markets the world...

**10/3,K/5 (Item 5 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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02033370 55104706

**E-community platform ups site stickiness**

Snyder, Jim

InfoWorld v22n24 PP: 78 Jun 12, 2000

ISSN: 0199-6649 JRNL CODE: IFW

WORD COUNT: 1469

...TEXT: to create a forum for valuable customer feedback.

Enhancements to the software include real-time **surveys** and polls, marketing reports, extensive **database** integration, sales lead tracking, and **client** product reviews. Version 4.0 also includes previously released functions such as message-based forums, product sales integration, support for file attachments, banner **ad** rotations, ratings, and end-user **customization** . In addition, e-commerce integration is possible by linking to a company's existing e...

**10/3,K/6 (Item 6 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

(c) 2002 ProQuest Info&Learning. All rts. reserv.

01705308 03-56298

**Getting beyond the year 2000**

Ashley, Charles C

Best's Review (Prop/Casualty) v99n5 PP: 109 Sep 1998

ISSN: 0161-7745 JRNL CODE: BIP

WORD COUNT: 782

...TEXT: Then, with the cooperation of agency management system vendors, match the producer information against computer **product** information extracted from the vendor's **customer database** .

Conduct on-site or telephone **surveys** and data-processing inventories designed to validate, as nearly as possible, the extent to which...

... survey includes information regarding major vendor systems and their release or version dates, operating systems, **networks**, stand-alone applications software and individual hardware devices. Enter the information into the special Year...

10/3,K/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

01658771 03-09761

**Hello, is anybody out there?**

Oberndorf, Shannon

Catalog Age v15n8 PP: 57-58 Jul 1998

ISSN: 0740-3119 JRNL CODE: CTA

WORD COUNT: 836

...TEXT: allows SoundStone not only to discuss existing orders but also to upsell and cross-sell **products**.

Because nearly half of the **customers** using LiveHelp! are asking for recommendations on music selections, SoundStone "pushes pages" at customers, Kassa says. "If the answer to a question is on another page of our **Website**, we can direct the customer to that page. By doing this, we can sell additional **products** and satisfy **customers** at the same time."

LiveHelp! **archives** **customer** **profile** information, CSR performance data, and a complete transcript of a communication. The software works across...

10/3,K/8 (Item 8 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

01315576 99-64972

**Mining data to market advertising**

Sackett, Lawrence B

Editor & Publisher v129n41 PP: 64, 52 Oct 12, 1996

ISSN: 0013-094X JRNL CODE: EDP

WORD COUNT: 1364

...TEXT: a cluster analysis of a bank's customer files to identify and profile their best **customers**. For **advertisers** with no **database**, syndicated research can help develop **profiles**.

Thus we can begin identifying groups most likely to purchase banking products. After identifying what...

10/3,K/9 (Item 9 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

00823119 94-72511

**Telecommunications buyers guide and directory**

Anonymous

Editor & Publisher v127n7 PP: 29TC-38TC Feb 12, 1994

ISSN: 0013-094X JRNL CODE: EDP

WORD COUNT: 8182

...TEXT: publishing community as a service bureau and in designing programs

to increase circulation and stimulate **advertising** sales, create a **customer database profile**, stimulate reader responses, promote reader surveys, and institute dialogue between editors and readers.

Associated Press...

**10/3,K/10** (Item 10 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

00757293 94-06685

**Strategic renewal in distribution**

Lusch, Robert F; Zizzo, Deborah; Kenderdine, James M  
Marketing Management v2n2 PP: 20-29 1993  
ISSN: 1061-3846 JRNL CODE: MMA  
WORD COUNT: 5417

...TEXT: Spectrum, a distributor of business software, has developed a number of proprietary systems. With its **on - line** ordering system, a sales representative can determine the inventory status of **products** being ordered while reviewing the **customer**'s buying **profile**. One proprietary **database** contains answers to all questions the company has received in the past about various products...

**10/3,K/11** (Item 11 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

00298591 85-39025

**Developing and Using a Customer Profile Data Bank**

Meredith, Lindsay  
Industrial Marketing Management v14n4 PP: 255-268 Nov 1985  
ISSN: 0019-8501 JRNL CODE: IMM

ABSTRACT: The development and use of a **customer profile data bank** is recommended as a means of aiding in the daily decision-making tasks of industrial marketing managers, especially those marketing primary **products**. With the **customer** profile system, data on the locational, descriptive, production, purchasing, and marketing characteristics for each of a firm's customers are collected as input for an **online** information system. The system allows buyer analysis for daily sales decisions based on: 1. buyer ...

**10/3,K/12** (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

09648541 Supplier Number: 83995199 (USE FORMAT 7 FOR FULLTEXT)

**The date-rich advantage: A sophisticated, integrated database can enhance relationships with advertisers--and help sidestep pricing wars.**

**(Circulation). (Brief Article)**

Jacoby, Stephen M.  
Folio: the Magazine for Magazine Management, v31, n3, p47(1)  
March, 2002  
Language: English Record Type: Fulltext  
Article Type: Brief Article  
Document Type: Magazine/Journal; Trade  
Word Count: 906

... become the Advance Marketing Database(R), which now has 25 million records. The Preferred Subscriber **Network** (TM)--a subset of the **database** that uses detailed **survey** research to obtain information on loyal subscribers--has about 325,000 subscribers and is the largest luxury **goods database** in the country. From nothing, **customer** intelligence has become an important part of Conde Nast's ad selling process. And in...

10/3,K/13 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

09053660 Supplier Number: 78958580 (USE FORMAT 7 FOR FULLTEXT)  
**Persona Announces New e-Identity Single Sign-in Service for Enterprises;  
Innovative New Service Allows Companies to Offer Convenience of One  
Online Identity to Customers.**

Business Wire, p0158

Oct 8, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 472

... e-Identity solution also includes a "customer portal," which offers customers a window into enterprise **Web sites** and **Web** applications, and marketers an ideal platform for cross-selling across brands and business units. By...

...customers with easy access to all of their accounts and to a company's various **web sites** and services in one place, a business can build brand recognition while making it easy for their **customers** to purchase additional **products** and services.

As a company's **customers** and **Web** visitors use the Enterprise e-Identity system, their data is stored in a unified database collected across all of the participating **Web sites** and **Web** applications. This eliminates the problem of **online** marketing data being collected in multiple data silos that are difficult to synchronize and analyze. The Enterprise e-Identity **database** results in rich **profiles** of **customer Web** activity across the enterprise, and its built-in reporting and email marketing functionality allow marketers...

10/3,K/14 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

08000632 Supplier Number: 63939518 (USE FORMAT 7 FOR FULLTEXT)

**Entrium gets aggressive.(Brief Article)**

Skelly, Jessica

Bank Marketing International, p8

Feb, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Newsletter; Trade

Word Count: 1375

... in developing its direct marketing ability. At the heart of the marketing efforts is a **database** containing **customer** histories and **profiles** which is used to identify the **target customer** base for both media-based **advertising** and direct mail. All marketing campaigns and rates of new customer generation are carefully tracked...

10/3,K/15 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

07998998 Supplier Number: 63903807 (USE FORMAT 7 FOR FULLTEXT)  
**Enrium takes on Germany.**  
Skelly, Jessica  
Retail Banker International, p10  
Feb 17, 2000  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 1319

... in developing its direct marketing ability. At the heart of its marketing efforts is a **database** containing **customer** histories and **profiles** , which is used to identify the **target customer** base for both media-based **advertising** and direct mail. All marketing campaigns and rates of new customer generation are carefully tracked...

10/3,K/16 (Item 5 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

07878978 Supplier Number: 65802008 (USE FORMAT 7 FOR FULLTEXT)  
**Traffix, Inc. Announces That GroupLotto.com Ranked 45th Most Visited Website in September by PC Data Online.**  
Business Wire, p2319  
Oct 6, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 454

... Inc., said, "Reaching the top 50 is another significant milestone for GroupLotto. As GroupLotto's **database profile** grows (more) with new **customers** and additional information about our existing **customers** , our direct marketing and **advertising** partners can take advantage of our **targeting** capabilities to more cost effectively leverage our expanding 'pay for performance' media inventory."  
Mr. Jeffrey...

10/3,K/17 (Item 6 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07482102 Supplier Number: 62602857 (USE FORMAT 7 FOR FULLTEXT)  
**Bigstep For Babystepping Businesses. (a look at the site) (Company Business and Marketing)**  
Bannan, Karen J.  
WinMag.com, pNA  
April 13, 2000  
Language: English Record Type: Fulltext Abstract  
Document Type: Magazine/Journal; Trade  
Word Count: 854

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

If you believe the hype, there are more **Web pages** on the **Internet** than there are people in the world. Many of these sites are small businesses, looking to make a killing on the **Web** . Bigstep.com, a **Web site** building and hosting service, is designed specifically for small

businesses that are looking to get **online** with little fuss or muss. Bigstep.com is a combination of **Web** hosting services, **e - commerce** tools, and **Web** creation templates. Everything you need to get started is right here. You don't even need your own domain name unless you want one. Getting started requires only a **Web** browser and an **Internet** connection. After filling out a short form, I was asked to choose a Bigstep.com...

...HTML editor or FTP program. Everything is done within the confines of the Bigstep.com **Web page** . (click to see larger image) The variety of site components makes sure you don't...

...or Employment pages, but it was nice to have the option. The Catalog section lets **e - commerce** wanna-be's plan and build an **online** catalog and eventually link it to the Commerce section of the site. The catalog can ...

...sections and you can add multiple images to each page, so not only will your **customers** be able to read about your **products** , they will also be able to see them, too. But be forewarned: Bigstep.com has...

...size or number of individual site pages. I didn't test the site's Commerce **online** merchant account capabilities, but like the rest of the site, it's easy to get up in running with this in a few days. Unlike other **e - commerce** services, Bigstep.com's merchant account partner doesn't charge any set-up or application...

...along with per-transaction fees. The Communication section is designed to help you create newsletters, **surveys** , and a **customer database** . Unfortunately, if you already have a database, you can't upload it to the site...

...to download the Bigstep.com database to your own PC. If you have an existing **Web site** , you won't be able to transfer the pages to your Bigstep.com account. Multimedia...

...buy extra storage space, yet another strike against the service. On the upside, even an **Internet** neophyte can use Bigstep.com without the need to learn any technology whatsoever. And, since...

10/3,K/18 (Item 7 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07305207 Supplier Number: 61930567 (USE FORMAT 7 FOR FULLTEXT)  
**Inference Selects iPlanet Directory Software.**  
Business Wire, p1200  
May 8, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 806

... requested is introduced. Because the customer profile is stored in the directory, and optimized for **Web** visitor profile data using multi-thread technology, consolidation is achieved without measurable impact to response time so crucial to **Web** visitors.

In addition, the LDAP directory affords a lower cost of ownership because it simplifies...

10/3,K/19 (Item 8 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2002 The Gale Group. All rts. reserv.

07275852 Supplier Number: 61757972 (USE FORMAT 7 FOR FULLTEXT)

**Acadia Realty and Eversave.Com Form Strategic Alliance.**

PR Newswire, pNA

April 27, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 705

... very targeted direct marketing vehicle for neighborhood retailers by leveraging Eversave.com's local consumer **database**, **profiles**, and **shopper** preferences. Through the Eversave.com web page and e-mail system, retailers can direct specific e- **advertisements** and e-promotions to selected, **targeted** local consumers at the precise moment consumers are ready to buy, unlike any other medium...

**10/3,K/20 (Item 9 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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07164860 Supplier Number: 61229619 (USE FORMAT 7 FOR FULLTEXT)

**Eversave.com and Regency Realty Partner to Bring Web-Based Off-Line**

**Shopping to Neighborhood Retail Centers Across the United States.**

Business Wire, pl042

April 4, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 698

... very targeted direct marketing vehicle for neighborhood retailers by leveraging Eversave.com's local consumer **database**, **profiles**, and **shopper** preferences. Through the Eversave.com web page and e-mail system, retailers can direct specific e- **advertisements** and e-promotions to selected, **targeted** local consumers at the precise moment consumers are ready to buy, unlike any other medium...

**10/3,K/21 (Item 10 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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06949796 Supplier Number: 58659655 (USE FORMAT 7 FOR FULLTEXT)

**ClickAction to Introduce ERM Version 5 With Enhanced Java Platform to**

**Maximize Customer Lifetime Value for Clients.**

PR Newswire, p4581

Jan 19, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 855

... collect data from in-house data mining operations across multiple customer touch-points such as **online**, call center or in-store transactions. **Web**-based data exchange tools are provided to easily map and import new data from legacy systems into the ClickAction **customer profile**. As the **client's database** grows, marketers build a **customer**-centric knowledge base for sophisticated **targeting** and personalization.

The new **product's targeting** capabilities expedite and automate the process of audience segmentation with reusable best practice rules. Rules tie together information in the **profile database** -- such as e-mail address, **customer** lifetime value, click-through frequency, and zip

code -- for use in targeting future e-mail offers and campaigns. All of the segmenting capabilities will be available through an intuitive **Web** interface and campaign management tool.

The ClickAction ERM version 5 profiling system historically tracks offers...

10/3,K/22 (Item 11 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06864290 Supplier Number: 57756722 (USE FORMAT 7 FOR FULLTEXT)  
**Small-Bank Execs Get An Eyeful of Upcoming High-Touch Technology. (Brief Article)**  
Provost, Taran  
American Banker, v164, n195, p18  
Oct 11, 1999  
Language: English Record Type: Fulltext  
Article Type: Brief Article  
Document Type: Magazine/Journal; Trade  
Word Count: 444

... customer preferences and enables one-on-one, real-time communications.

The system relies on a **data base** that holds **customer profile** information. As customers visit the site, a special software program tracks each page visited and...

...to the data base, where information is compiled to make a personalized pitch to the **customer** for additional **products** and services. The benefit of this package, Ms. Allin said, is that "you're starting to build a relationship **on - line** with your customer."

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<http://www.americanbanker...>

10/3,K/23 (Item 12 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06669137 Supplier Number: 55209893 (USE FORMAT 7 FOR FULLTEXT)  
**ISP Profile: Virtual Ad Service Asks, 'Y-Pay For Internet Access?'**  
ISP Business News, v5, n28, pNA  
July 19, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 793

... signed a \$35 million, fiveyear contract with Ericsson Datacom Inc. [ERICY] to use Ericsson's **Internet Advertiser product**. Based on the ISP's **customer database** of submitted user **profiles**, **Internet Advertiser** can distribute **targeted** movies, rich media messages or "pop up" advertisements, and written or audio messages developed by...

10/3,K/24 (Item 13 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06258649 Supplier Number: 54319025 (USE FORMAT 7 FOR FULLTEXT)  
**Harvey Electronics, Inc. Joins E/Town DealerWeb Federation.**  
Business Wire, p1093



April 8, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 690

... star roster of editors and writers researching and reviewing current products. The site offers the **Internet** 's most extensive consumer electronics' product reviews plus complete explanations and descriptions of product terminology...

...shopping bot" that allows consumers to easily research, sort, and select products from an extensive **database** of over 6,000 **product profiles** . The bot will feature a question-based decision tree that makes it easy for **customers** to determine the **product** that best suits their needs, lifestyle and budget. E/Town has received more than a dozen **Web** awards for its content, design and functionality from such organizations as MSN, NetGuide and c...

10/3,K/25 (Item 14 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06207675 Supplier Number: 54163278 (USE FORMAT 7 FOR FULLTEXT)

**Intraware Launches Next-Generation Web-Based Software Update Delivery and Management Service.**

PR Newswire, p9334

March 22, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1010

... across the enterprise.

With this major release, Intraware SubscribNet features an extensive range of new **online** reporting capabilities that provide vendors with immediate access to valuable customer demographics, subscription information, download...

...Vendors will be able to initiate highly focused marketing initiatives with SubscribNet 3.0's **customer** profile **database** which links individual **customers** with a specific software **product** , version, and platform. SubscribNet 3.0 also offers software vendors built-in service-level performance...

10/3,K/26 (Item 15 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06032112 Supplier Number: 53471704 (USE FORMAT 7 FOR FULLTEXT)

**On Cultivating Customer Satisfaction.**

Rice, Kate

Leisure Travel News, v14, n598, p15(1)

Dec 14, 1998

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 997

... its database, entering everything clients have said about tours and suppliers.

Besides building its own **database** , Tauck has developed a **profile** of its perfect **customer** and buys **databases** that match that **customer** .

The best list it ever bought generated a 13 percent response rate--an outstanding response...

...And that's good business, Mahar said, because these people are likely to become repeat **customers**.

Radio, TV and newspaper **advertising** provide cheaper leads, Mahar said, but have a lower conversion rate that actually makes them...

**10/3,K/27 (Item 16 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05858108 Supplier Number: 50376032  
**The recognition factor.**  
Boorstein, Jonathan  
Direct, pl  
Nov, 1998  
Language: English Record Type: Abstract  
Article Type: Article  
Document Type: Magazine/Journal; Trade

ABSTRACT:  
Mondavi, an Oakville, CA-based company, has been able to increase loyalty of its **customers** and boost sales of its **products** by engaging in a marketing strategy that called for the company to suit the presentation...

...levels of their interest. Mondavi was able to identify and measure the preferences of its **customers** by creating a **database** from its **Web site**, [www.robertmondavi.com](http://www.robertmondavi.com), then offering premiums to inspire people from completing the survey. Some of the names in the company's **database** were derived from a mail **survey** and some from list of people that visited Mondavi vineyards. ...

**10/3,K/28 (Item 17 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05829190 Supplier Number: 50338924 (USE FORMAT 7 FOR FULLTEXT)  
**DENVER IS REPUBLIC TEST TUBE: 18 STORES TO REFINER NATIONWIDE PLAN**  
HARRIS, DONNA  
Automotive News, pl  
Sept 28, 1998  
Language: English Record Type: Fulltext  
Article Type: Article  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 955

... says it will price vehicles \$200 to \$300 below market. The company will build a **database** using **advertised** prices and **customer surveys**. Before a prospect leaves for another dealership, the salesperson will ask for the competitor's...

**10/3,K/29 (Item 18 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05591169 Supplier Number: 48463497 (USE FORMAT 7 FOR FULLTEXT)  
**TN Technologies unveils new ad delivery system**  
Advertising Age, v69, n18, p46

May 4, 1998

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 75

... be available only to clients on the TN Technologies' roster. The system puts together clients' **customer profiles** with a **database** of historical click streams to serve up **targeted advertising**, and eventually online **customer** management in general.

**10/3,K/30 (Item 19 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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05110415 Supplier Number: 47802905 (USE FORMAT 7 FOR FULLTEXT)

**BANKS OFFER INSURANCE VIA NETWORK SERVICE**

Bank Systems + Technology, p038

July, 1997

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 270

... insurance quotes and purchasing opportunities on-line.  
Incline Village, Nev.-based QuickQuote, through its FiCom **Network**, allows banks and their **customers** to access an insurance carrier **database** and get customized insurance quotes in real time via the **Internet** or an 800 number call to Net-enabled sales agents. It works as follows: To establish eligibility, users enter preliminary data on the insurance quote pages of a bank's **Web site**, and the top five buys - including the insurance firm and **product** profiles - are generated from the **database**. To make a purchase, **customers** click on the **product** to bring up an application form and then fill it out and submit it for...

**10/3,K/31 (Item 20 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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05066816 Supplier Number: 47438005 (USE FORMAT 7 FOR FULLTEXT)

**STOP THE PRESSES**

AMATO-McCOY, DEENA

Supermarket News, p25

June 2, 1997

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 1253

... the general population making the Internet a part of everyday life.  
"When that happens, the **Internet** will allow retailers and manufacturers to efficiently promote **customer**-specific **items** -- whether through frequent-**shopper** program **database** information or **questionnaires on-line**," he said.

Big Y's Lescoe agreed. "The Internet keeps growing and will play a...

**10/3,K/32 (Item 21 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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04954878 Supplier Number: 47281212 (USE FORMAT 7 FOR FULLTEXT)

**SelfServe USA Licenses Certicom's ECC to Boost Efficient & Effective**

**Security Of Electronic Transactions**

PR Newswire, p407SFM053

April 7, 1997

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 700

... content;  
\* Wrapping and unlocking of software and digital content;  
\* Copyright and software piracy protection;  
\* Packaged- **products** order fulfillment;  
\* 100%- **online customer** registration and **surveys** ;  
\* Customized **database** marketing and reporting services.  
About ECC & Certicom  
ECC has the highest strength-per-bit of...

**10/3,K/33 (Item 22 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2002 The Gale Group. All rts. reserv.

04924316 Supplier Number: 47238584 (USE FORMAT 7 FOR FULLTEXT)

**SelfServe Enables Corel's Web Commerce Channel for Corel(R) Professional**

**Photo CD-ROM and Corel WordPerfect(R) Tech Support**

PR Newswire, p324SFM035

March 24, 1997

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 668

... content;  
\* Wrapping and unlocking of software and digital content;  
\* Copyright and software piracy protection;  
\* Packaged- **products** order fulfillment processing;  
\* 100%- **online customer** registration and **surveys** ; and  
\* Customized **database** marketing and reporting services.

About Corel Professional Photo CD-ROM  
Graphic artists and other computer...

**10/3,K/34 (Item 23 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2002 The Gale Group. All rts. reserv.

04610523 Supplier Number: 46781556 (USE FORMAT 7 FOR FULLTEXT)

**Thomas Cook Software Collects Customer Data**

Tour & Travel News, p14

Oct 7, 1996

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 432

... a targeted, system-wide mailing instead of expecting the branches to do it on an **ad hoc** basis.'

PROFILE retrieves **customer profiles** from a CRS **database** , then sends them back in a customer-defined standardized format. This allows quality assurance applications...

**10/3,K/35 (Item 24 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2002 The Gale Group. All rts. reserv.

04386545      Supplier Number: 46434681      (USE FORMAT 7 FOR FULLTEXT)

**Coloplast UK goes straight to consumer**

Precision Marketing, p6

June 3, 1996

Language: English      Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count:    232

...      about our customers, such as lifestyle and personal details and where the respondent saw the **ad**.'

Coloplast UK will be comparing British **customer profiles** with Coloplast's existing **database** from the French and Danish campaigns.

Some 30-second radio ads are also being considered...

**10/3,K/36      (Item 1 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2002 The Gale Group. All rts. reserv.

13390933      SUPPLIER NUMBER: 62385116      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Acadia Realty and Eversave form strategic retail partnership. (Acadia Realty Trust, Eversave.com) (Brief Article)**

Real Estate Weekly, 46, 40, 24

May 3, 2000

DOCUMENT TYPE: Brief Article

LANGUAGE: English

RECORD TYPE:

Fulltext

WORD COUNT:    477      LINE COUNT:    00044

...      very targeted direct marketing vehicle for neighborhood retailers by leveraging Eversave.com's local consumer **database**, **profiles**, and **shopper** preferences. Through the Eversave.com web page and e-mail system, retailers can direct specific e- **advertisements** and e-promotions to selected, **targeted** local consumers at the precise moment consumers are ready to buy, unlike any other medium...

**10/3,K/37      (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2002 The Gale Group. All rts. reserv.

12802432      SUPPLIER NUMBER: 66885061      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**NEWS. (Brief Article)**

Customer Loyalty Today, 7, 9, 3

Oct, 2000

DOCUMENT TYPE: Brief Article

ISSN: 1352-0415

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT:    884      LINE COUNT:    00076

...      currently in talks with investors to provide a full sales force for the Antipodean operation.

\* **DATABASE** MEGADRIVE

Sega is importing customer data into a central **database** to **profile** regular users and identify cross-selling opportunities. Prime Response software is being used to combine offline ad-hoc information with more complex data collated through its Dreamarena **Web site**. The computer gaming giant is seeking to **target** specific groups with **product** offers and messages relevant to their profile.

\* **BEST BET**

Betting Web-site flutter.com has...

10/3,K/38 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

10484408 SUPPLIER NUMBER: 21167666 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The new database dynamic.**  
Lowenstein, Joanna  
Folio: the Magazine for Magazine Management, v27, n13, p45(1)  
Sept 15, 1998  
ISSN: 0046-4333 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 2593 LINE COUNT: 00221

TEXT:

...an ancillary product. For example, Rodale Press is able to search through its 28million-name **database** to find the best potential **buyers** for a new product. "If we wanted to find health book buyers who have no...

...s putting a lot of focus on this is Conde Nast. In exchange for more **advertising**, Conde Nast does **custom** research for **advertisers** with select subscribers from the titles they advertise in. This way, both sides get to learn more about what market an advertiser's **product** serves. "We have a lot of **customer** information that the **advertiser** probably doesn't have, such as other brands a customer buys, household size and income...

...according to Jacoby. "Therefore, we can give them better qualified people for their needs." The **Internet** emerges Relational technologies have recently joined with the **Internet** to expand publishers' marketing opportunities even further. " **Databases** are emerging **online** and **customer** information can now be transferred in real time," says Database Marketing's McKim. "This means...

...its files, PC World has recently started to ask its subscribers to go to its **Web site** to fill out an **online survey**. The information is then **stored** on disk and extracted by Centrobe into its database. "This way we're saving money...

...our subscribers," After its switch, Rodale Press plans to use its information to target its **Internet** marketing more efficiently. "After our transition is complete, it will be easier for us to figure out what our customers are buying **online**," says Mescher. "Now we can go after certain advertisers for our site and we promote new products via e-mail. The **Internet** is something we are absolutely going to do." Clearly, technological innovations have wrought a world...direct mail membership drive after matching names from Z24, Experian Direct Tech's direct mail **catalog database**. "In total, names matched against Z24 performed 9 percent better on gross response, and a...

10/3,K/39 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

10483149 SUPPLIER NUMBER: 21165966 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Building the Pipeline.(analysis of the personal lines insurance industry)**  
Roche, Karèn; Landberg, Steven  
Best's Review - Property-Casualty Insurance Edition, v98, n5, p89(1)  
Sept, 1998  
ISSN: 0161-7745 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1775 LINE COUNT: 00158

TEXT:

...Auto-by-Tel with AIG); real estate agents; employers (Microsoft with MetLife P&C); and **Internet** -based shopping services (Quicken/Intuit, QuickQuote, InsWeb). The formation of Citigroup, once the Citibank-Travelers...

...also will stimulate convergence among financial entities that may completely reconfigure the personal-lines market. **Internet** -based shopping services will further refine the competitive landscape. Delivery Shift The competitive landscape is...

...those new channels fit with existing channels? \* Should a carrier participate in new bank and **Internet** channels at the risk of incurring the wrath of its front line troops--the agents? \* How can a carrier best orchestrate multiple distribution channels with respect to brand image, **product** features, **customer** service levels, pricing, commissions and organizational structures? There are key fundamentals that personal-lines carriers...

...54). This is consistent with these groups' risk profiles and pricing. Developing and maintaining a **database** of prospective **customer** **profiles** (including such information as renewal dates, children's ages and purchase dates of autos) will...any transactions with the carrier. This is a significant factor driving increased interest in the **Internet** as a distribution and servicing vehicle. As a response, several personal-lines carriers are supplementing their agent channel with alternatives that appeal to a broader range of consumers. And **Internet** insurance shopping services are emerging. A development that bodes well for companies that have invested in **Internet** capabilities is that 6% of survey participants preferred to receive quotes and complete initial policy using **online** computer capabilities. **Online** capability also appeals to younger consumers, the group that is more likely to switch carriers. Of the individuals who use the **Internet** to purchase auto insurance, only 3% indicated that they would prefer using the computer to...  
...claims process deliver superior responsiveness, but it also lowers claims costs. In addition, Progressive provides **customers** with price quotes for their own **products** and for the five largest competitors in a state so that customers can see that...

10/3,K/40 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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10343474 SUPPLIER NUMBER: 20949980 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Hello, is anybody out there? Catalogers take advantage of real-time  
**customer service technology.**

Oberndorf, Shannon

Catalog Age, v15, n8, p57(2)

July, 1998

ISSN: 0740-3119 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 876 LINE COUNT: 00072

... allows SoundStone not only to discuss existing orders but also to upsell and cross-sell **products** .

Because nearly half of the **customers** using LiveHelp! are asking for recommendations on music selections, SoundStone "pushes pages" at customers, Kassa says. "If the answer to a question is on another page of our **Website** , we can direct the customer to that page. By doing this, we can sell additional **products** and satisfy **customers** at the same time."

LiveHelp! **archives** **customer** **profile** information, CSR performance data, and a complete transcript of a communication. The software works across...

**10/3,K/41 (Item 6 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

08590094 SUPPLIER NUMBER: 18182451 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Opting for on-line customer registration. (Industry Trend or Event)**  
Thompson, Matt  
CommunicationsWeek, n603, p75(1)  
April 1, 1996  
ISSN: 0746-8121 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 894 LINE COUNT: 00075

... a dramatic increase in the response rate, usually from 40 percent to 80 percent.

Furthermore, **on - line** registration offers companies the chance to learn more about their customers. Companies can use the information they receive to create a **database** of **customers**, including a **profile** based on the questionnaire, which enables the firm to more accurately **target** new **products**. A company can also up-sell and cross-sell products by offering pictures and explanations...

**10/3,K/42 (Item 7 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

07704260 SUPPLIER NUMBER: 16447767 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Wireless '95. (Cellular Telecommunications Industry Association 10th annual Convention and Exposition scheduled for February 1-3, 1995 at the Ernest N. Morial Convention Center in New Orleans, Louisiana)**  
Cellular Business, v12, n2, p24(60)  
Feb, 1995  
ISSN: 0741-6520 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 31135 LINE COUNT: 03166

... global information resources. Established products Retix products Mobile Data Intermediate System(MD-IS) for CDPD **networks**. MD-IS provides mobile serving and home, accounting meter and subscriber profile database functions for the implementation of CDPD **networks**. New **products** Retix will showcase Accounting **Server** and **Customer** Activation System for CDPD **Networks** software. Accounting Server is specifically designed to meet the needs of all sizes of CDPD...

**10/3,K/43 (Item 8 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

06805218 SUPPLIER NUMBER: 14848676 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Chrysler creates consumer code. (for print advertising)**  
Dexheimer, Lynda; Kerwin, Ann Marie  
Inside Media, p5(1)  
Oct 20, 1993  
ISSN: 1046-5316 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 1033 LINE COUNT: 00080

... been committed to, but Spin has assured Chrysler that it can conduct an automotive attitude **survey** of its reader panel.

"[ **Database** marketing] is very much a bottom-up marketing," observes Jon Swallen, research director at Ogilvy & Mather. Companies build



**databases** of potential **customers** by starting with names of consumers with specific behavioral characteristics, such as those who have...

10/3,K/44 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

06432549 SUPPLIER NUMBER: 13623682 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**1993 Buyers Guide and Directory. (Telecommunication and Newspapers)**  
**(Directory)**

Editor & Publisher, v126, n10, p22TC(9)  
March 6, 1993

DOCUMENT TYPE: Directory ISSN: 0013-094X LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 8435 LINE COUNT: 00775

... publishing community as a service bureau and in designing programs to increase circulation and stimulate **advertising** sales, create a **customer database profile**, stimulate reader responses, promote reader surveys, and institute dialogue between editors and readers.  
Applied Voice...

10/3,K/45 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

02096388 SUPPLIER NUMBER: 19720913 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Advertisers **flock to @plan's** customer database **profiling system. (Web publishing user profile service) (Company Business and Marketing)**  
Electronic Advertising & Marketplace Report, v11, n16, p2(1)  
August 19, 1997  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 729 LINE COUNT: 00059

Advertisers **flock to @plan's** customer database **profiling system. (Web publishing user profile service) (Company Business and Marketing)**

10/3,K/46 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

01430993 SUPPLIER NUMBER: 10706697 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**America East. (Spring 1991 newspaper show)**  
Seybold Report on Publishing Systems, v20, n14, p29(14)  
April 15, 1991  
ISSN: 0736-7260 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 10314 LINE COUNT: 00788

... plans.  
We liked the "solicit mode." An ad-taker or sales rep can query the **ad database** for **customers** meeting some **profile**, then work through the resulting list. (The program contains an auto-dialer, another off-the  
...  
?